



Terminal Agency Coordinator 911 Communications

911/7-258

JOB SUMMARY

This position is responsible for the coordination of the departments National Crime Information Center/Georgia Crime Information Center (NCIC/GCIC) operations.

MAJOR DUTIES

1. Serves as department records custodian and primary contact for the evidentiary chain of custody; researches and complies with Open Records Requests; provides subpoena compliance and testimony.
2. Coordinates the administration of the NCIC/GCIC certification and recertification process; ensures compliance with all NCIC/GCIC rules and regulations; coordinates the GCIC audit.
3. Maintains the emergency evacuation plan, including developing procedures and maintaining supplies, documents, equipment, and COOP.
4. Maintains the recording system to ensure back-ups are running continuously; contacts vendor when problems arise.
5. Trains new hires in NIMS, CPR, and NCIC/GCIC practical applications; assists the Training Manager as needed.
6. Performs the duties of a Communications Officers as required.
7. Completes assigned projects.
8. Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of the rules, regulations, laws, and code sections related to the Georgia Open Records Act.
2. Ability to provide professional testimony as a subject matter expert in a court of law.
3. Knowledge of NCIC/GCIC standards and regulations and of GCIC Council rules, policies, and procedures.
4. Knowledge of emergency management principles.
5. Knowledge of GEMA, NIMS, and NOAA protocols.
6. Knowledge of the 911 Center's Active Evacuation/Relocation Plan.
7. Knowledge of the operation and maintenance of audio recording equipment.
8. Ability to instruct adult learners.
9. Ability to speak in public.
10. Knowledge of Cardio Pulmonary Resuscitation (CPR).
11. Knowledge of the National Incident Management System (NIMS).
12. Ability to perform the duties of a Communications Officer.
13. Ability to receive and understand instruction.
14. Ability to work independently with limited oversight.

SUPERVISORY CONTROLS

The Assistant 911 Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include the Georgia Open Records Act, NCIC/GCIC policies and procedures, American Heart Association guidelines, Fayette County policies, and Fayette County 911 directives and procedures. These guidelines require judgement and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied administrative and management duties. Strict regulations and the need to multi-task contribute to the complexity of the position.
- The purpose of this position is to coordinate NCIC/GCIC terminal operations for the Communications Center. Success in this position results in compliance with NCIC/GCIC rules and regulations and allows public access to 911 records.

CONTACTS

- Contacts are typically with co-workers, law enforcement personnel, fire services personnel, emergency medical providers, court personnel, attorneys, NCIC/GCIC personnel, and members of the general public.
- Contacts are to give or exchange information, provide training, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table. The employee occasionally lifts light and heavy objects.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has functional supervision over trainees when performing in a training capacity.

SPECIAL CERTIFICATIONS AND LICENSES

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Successful completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment and every three (3) years thereafter. Successful completion of the State of Georgia mandated Basic Communications Officer/APCO PST1 training within six (6) months of employment. Successful completion of APCO CTO certification. Successful completion of Georgia Crime Information Center (GCIC) Criminal Justice Information System (CJIS) Network Operator training within sixty (60) days of employment and every two (2) years thereafter. Terminal Agency Coordinator certification. Successful completion of Security and Integrity certification. APCO Emergency Medical Dispatch (EMD) certification, Fire Services Communications (FSC) certification, Law Enforcement Medical Communications (LEC) certification, National Incident Management System (NIMS) 100, 700, 200, 800 certifications. American Heart Association CPR certification.

ADA COMPLIANCE

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post-accident, and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute, or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position usually associated with the completion of an apprenticeship/internship or having had a similar position for two years.
- Possession of or ability to readily obtain GCIC/NCIC TAC certification.
- Must be at least 18 years of age.
- Must have a high school diploma or equivalent.
- Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.
- All military experience must be documented on a DD214 with honorable discharge.
- Must be a U.S. citizen.
- Must be able to pass a background investigation and pre-employment testing.