**COUNTY EMERGENCY MANAGEMENT COMMUNICATION DISTRICT 911**

**JOB DESCRIPTION**

**Title: Telecommunication Supervisor**

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

# Relationships

Reports to: EMA / 911 Director, Telecommunication Center Manager

Subordinate Staff: Entry-Level and Telecommunicators

Other internal contacts: 911 Board Members; 911 Staff;

EMA Staff; Local Area Law Enforcement And Fire Agencies; Emergency Medical Providers; City and County Departments

External contacts: General Public

# Job Summary

This is a complex, safety sensitive position, involving a person in the capacity of complaint clerk and radio dispatcher. Receive requests for assistance in the form of law enforcement, fire or emergency medical service response. Answer 911 trunk lines in the answering point and decide in the shortest time possible whether to direct the call to law enforcement, fire, or EMS services.

The time gap between dispatch and/or notification and the arrival of emergency units is a difficult area. The caller is on his/her/their own until help arrives. Possess the skills and abilities necessary to decide whether to stay on line and provide assistance and comfort or to terminate the call. Supervises the day- to-day operations of call-taking and dispatching personnel of the assigned shift. Monitors employee performance. Responsible for monitoring the application of operating systems, procedures, and processes. Conducts training as required.

# Responsibilities and Duties

1. **Law Enforcement**

Receives emergency calls via 911 and quickly and accurately transmits the call to the appropriate Law Enforcement Agency. \_ County Law Enforcement Agencies are dispatched as required by their protocols.

# Fire Department

Receives fire calls via 911. Dispatches City Fire and the fourteen Volunteer Fire Departments within \_ County. Maintains CAD records on all calls received for Fire in \_ County.

# Emergency Medical

Connects callers directly to the ambulance service provider.

# Emergency Management, Search & Rescue, State Troopers and Marine Police

Dispatches these units as the need arises, and maintains radio contact throughout the emergency operation.

# Training

* 1. Responsible for all dispatcher training as set forth in the established training program for both initial and remedial training needs.
  2. Assists in development of training program materials.
  3. Maintains dispatch employee training records, coordinates continuing education and certification courses as approved by the Center Manager or Director.
  4. Assists with annual employee performance evaluations.

# Supervisory

* 1. Maintains the 24-hour coverage of the 911 Communications Center.
  2. Assists the Center Manager and Director in the selection process of new employees.
  3. Maintains current response agency protocols publishing the same to all 911 employees.
  4. Recommends updates to the Standard Operating Procedures in accordance with applicable guidelines.

# Records and Reporting

* 1. Assists with documentation for personnel files.
  2. Documents all 911 system difficulties and reports issues to the Center Manager.
  3. Ensures that dispatch records are complete.
  4. Responsible for ACJIC/NCIC operation and records.

In addition to meeting the General Qualifications for Employment (listed on page 12), the employee holding this position must possess the skills listed below (Any item with an asterisk will be taught on the job):

1. Obtain certification for APCO Communication Training Officer\*
2. Ability to work independently and make decisions as necessary to maintain continuity of dispatch service throughout all shifts.