



The Blount County 911 Communications District

9-1-1 Public Safety Telecommunicator Shift Supervisor

JOB DESCRIPTION AND QUALIFICATIONS

Summary:

Under general supervision, this position supervises a dispatch shift for Blount County 911. Provides dispatch and other communication support services for situations involving police, deputies, fire, emergency medical and other city/county public safety responders.

Supervision Received:

9-1-1 Operations Manager, District Director.

Supervision Exercised:

Exercise supervision over on-duty dispatch personnel.

FLSA Status:

Non-Exempt.

Salary Range: The salary range for this position is \$23.18 - \$30.24 hourly based upon the applicant's education, skills, and experience.

Representative Duties:

- Oversees the operations, activities, and personnel on an assigned shift to ensure compliance of established guidelines, procedures, and policies; ensures appropriate staffing levels are maintained; creates seating assignment rosters; prepares and conducts role call briefings to maintain awareness of relevant events.
- Responsible for the effective supervision and administration to include staff development and administers training of staff and new hires, performance management, employee relations, prioritizing and assigning work and related activities and approving and monitoring leave request
- Ensures the operational readiness of equipment related to the 911 emergency telephone system, user and affiliated agency radio systems, and the department's computer aided dispatch system (CAD). Makes minor repairs to communication systems, analyzes problems, and makes referrals to appropriate sources of service; and prepares information subpoenaed for court.

- Assists dispatchers with difficult and complex calls and dispatches; serves as the technical expert over complaint-taking and dispatching operations; conducts quality assurance reviews of calls and dispatches; and operates a telephone and radio console to respond to a variety of emergency and non-emergency services and complaints when needed.
- Queries, enters, modifies, and clears information in local, state, and national computerized databases such as the National Crime Information Center (NCIC) and the Department of Motor Vehicles (DMV) pertaining to arrest warrants, driver record/history, stolen property, other similar data and transmits relevant information to field units.
- Assists with the administrative responsibilities to include gathering data for statistical analysis; creating and reviewing policies and procedures; and assists with the completion of strategic management plan goals
- Reviews Emergency Dispatch shift activities, reviews dispatch records and files and prepares incident reports and summary reports.
- Evaluates staffing needs and adjusts work schedules to meet estimated workload demand.
- Prepares accurate and detailed reports and required paperwork.
- Follows Blount County Communications District employee handbook, policies, and procedures.
- Maintains the integrity, professionalism, values, and goals of the Blount County Communications District by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.
- May be required to respond after hours, including holidays and weekends, in the event of an emergency.
- Be physically present in attendance at the worksite while on duty.
- Performs other duties as assigned.

Note: The functions and duties listed are intended only as illustrations of the various types of work that may be performed. The omission of the specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities:

- Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the values of the Blount County Communications District. Employees are also expected to lead by example and demonstrate the highest level of ethics.
- Knowledge of a 24-hour emergency communication center including familiarity with public safety functions and concerns and of the public safety communication's environment, demands, requirements and related laws, regulations, and systems.
- Knowledge of leadership techniques, principles, and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Knowledge of principles and processes for providing customer services. This includes meeting established quality standards.

- Knowledge of jurisdictional boundaries, thoroughfares, landmarks, public buildings, waterways; and the resources available to determine the location of incidents. · Uses logic and reasoning to analyze, understand, and evaluate complex situations.
- Identifies the strengths and weaknesses of alternative approaches or solutions to a situation. Exercises appropriate judgment in establishing priorities. Consider the relative costs and benefits of potential actions.
- Develops and maintains cooperative and professional relationships with employees at all levels, representatives from various departments, and outside agencies. Effectively responds to and resolves complex inquiries and disputes.
- Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.
- Knowledge of State and Federal laws, regulations and statutes governing dispatch for emergency services.
- Knowledge of Law Enforcement and public safety agency terminology.

Required Abilities:

- Communication - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of human resources issues with tact and diplomacy and in a confidential manner.
- Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine and establish priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Analyzing operational issues, evaluating alternatives, and making recommendations based on findings.
- Communicating clearly and concisely and relaying details accurately.
- Handling multiple tasks simultaneously, under pressure and in emergency situations.
- Enforcing and following verbal and written instructions and procedures.
- Dealing tactfully and courteously with the public, handling stressful situations, and obtaining information from hostile and emotional callers.
- Actively listening to speakers' statements, determining precise meanings, and synthesizing information.
- Communicating verbal and written instructions, advising callers of actions and consequences, and maintaining security of confidential information.
- Remembering names, numbers and locations and reading maps quickly and accurately.
- Operating a personal computer utilizing standard and specialized software and entering information with speed and accuracy.
- Communicating effectively verbally and in writing.

Minimum Qualifications:

Requires a high school diploma or equivalent; Preference given for two (2) years of experience as a 911 Dispatcher with 1-2 years of supervisory experience or equivalent combination of education and experience may be considered.

License and Certification:

1. Intermediate ICS for Expanding Incidents – ICS 300
2. Advanced ICS Command and General Staff-Complex Incidents – ICS 400
3. APCO Communications Center Supervisor
4. APCO Emergency Medical Dispatch (EMD) Manager
5. Missing and Exploited Children for PSAP Supervisors, Quality Assurance Evaluators, and Trainers (MECSET)

Working Conditions

Environmental and Physical:

While performing the duties of this job, the employee is frequently required to sit and talk or hear; use hands and fingers to handle or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and the ability to adjust focus. The noise level in the work environment is typically quiet, however may be moderately loud at times. The employee must be able to think, reason, and analyze multiple issues for extended periods of time. The employee must be able to function in stressful situations. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Additional Requirements: Requires a comprehensive background investigation to include a local, state, and federal criminal history check, sex offender registry and credit check. Requires satisfactory results from a medical, psychological evaluation and pre-employment substance abuse testing and is subject to random alcohol and controlled substance testing.

ACKNOWLEDGMENT:

I acknowledge that I have read the job description and requirements for the 9-1-1 Public Safety Telecommunicator Shift Supervisor position, and I certify that I can perform these functions.

Employee Signature

Date

Witness

Date

The District has the right to add or change the duties of the position at any time.

Blount County 911 does not discriminate on the basis of race, color, national origin, sex, genetics, religion, age or disability in employment or the provision of services and complies with the provisions of the Alabama Human Rights Act. In compliance with the Americans with Disabilities Act, the District will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

Blount County 911 is an Equal Employment Opportunity/ Affirmative Action Employer