

# 911 Communications Supervisor

Dept: Emergency Services

FLSA Status: Non-Exempt

## General Definition of Work

Performs difficult skilled technical and administrative work supervising the 911 communication center operations, maintaining telecommunications equipment, performing quality assurance, preparing and maintaining a variety of records and reports, and related work as apparent or assigned. Work involves setting policies and goals under the direction of the Emergency Services Director. Divisional supervision is exercised over all personnel within the division.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

## Essential Functions

- Implements, coordinates and maintains operations of the 9-1-1 communications center.
- Coordinates hiring, supervises, trains and inspects the work of staff; evaluates staff performance; develops staff schedules and ensures adequate coverage in the communications center; reviews time sheets and make corrections as necessary.
- Maintains the Computer Aided Dispatch (CAD) and telephone systems; performs updates as necessary.
- Reviews all 911 dispatch call types for quality assurance.
- Investigates complaints or problems; reports issues to the Emergency Services Director.
- Serves as Terminal Agency Coordinator for Division of Criminal Information through the North Carolina State Bureau of Investigation.
- Maintains various spreadsheets and files.
- Locates, prints or records appropriate calls or reports for requesting agencies and departments to be used as evidence and for training purposes.
- Assists with coordinating communication between department staff and outside service providers.
- Coordinates and schedules training and certification for staff; serves as the certified training officer of new employees.
- Prepares reports and audio recordings and appears in court as a representative of the 9-1-1 center.
- Attends and represents the department at various meetings.
- Maintains certifications and skills to function as a 911 Telecommunicator.
- Serves as HIPAA compliance officer for the Department of Emergency Services.
- Assists the Director with emergency management duties.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

## Knowledge, Skills and Abilities

Thorough knowledge of the methods and procedures of operating the communications system; thorough knowledge of federal and state regulations governing transmission by radio and teletype; thorough knowledge of the geography of the County and surrounding area; ability to plan and supervise the work of others; ability to operate all communications equipment; ability to type at a reasonable rate of speed; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to maintain required certifications; ability to respond to work during emergency situations or inclement weather; ability to understand and apply governmental accounting practices in maintenance of financial records; ability to speak distinctly; ability to deal courteously with the public under stressful conditions; ability to establish and maintain effective working relationships with service providers, associates and the general public.

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## Education and Experience

High school diploma or GED and three to five years experience working as a 911 dispatcher with increasing responsibilities, emergency management, or equivalent combination of education and experience.

## Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

## Special Requirements

- Emergency Medical Dispatch (EMD) certification.
- Local credentialing/re-credentialing.
- CPR/First Aid certification.
- Division of Criminal Information (DCI) Certification.
- Training officer certification.
- Association for Public Safety Communications Officials (APCO) Certified Training Officer.
- Emergency dispatch quality assurance training.

## Competencies

**Leading with Integrity:** Exhibits ethical and moral behavior in everyday business conduct; Earns trust of others by; disclosing information and admitting mistakes; Recognizes and resolves ethical questions; Ensures organizational ethics are widely understood; Encourages open discussion of ethical issues; Creates an environment that rewards ethical behavior

**Negotiation Skills:** Clarifies interests and positions of all parties; Adjusts tactics to achieve desired results; Manages conflict, manipulation, and strong emotions; Develops alternative options for mutual gain; Builds consensus through give and take

**Managing Customer Focus:** Promotes customer focus; Establishes customer service standards; Provides training in customer service delivery; Monitors customer satisfaction; Develops new approaches to meeting customer needs

**Quality Management:** Fosters quality focus in others; Sets clear quality requirements; Measures key outcomes; Solicits and applies customer feedback; Improves processes, products, and services

**Team Leadership:** Fosters team cooperation; Defines team roles and responsibilities; Supports group problem solving; Ensures progress toward goals; Acknowledges team accomplishments

**Change Management:** Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results

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**Managing People:** Defines responsibilities and expectations; Includes subordinates in planning; Takes responsibility for subordinates' activities; Makes self available to subordinates; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Sets goals and objectives; Motivates for increased results; Recognizes contributions of others

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Manager Name (Printed)

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date