



911 Public Safety Center Supervisor 1

Category: Classified
Pay Grade: C25
Job Code: 10840

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs telecommunications work overseeing and participating in the accurate and rapid dispatch of radio communication Fire/Emergency Management Systems (EMS) equipment; receiving and transmitting routine and emergency 911 calls; participating in training subordinate operators within the Public Safety Communications Center; operating and supervising the operation of several types of communications equipment used in an emergency communications center.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Supervises and reviews work of personnel performing a variety of duties in connection with the operation of a 911 primary answering point and direct radio dispatch of Fire and EMS response units;
- Ensures telecommunicators implement on-the-job best public safety practices in responding to and handling emergency calls applying the International Academies of Emergency Dispatch protocols;
- Handles scheduling of staff to ensure adequate coverage, including standby staff and callouts;
- Delivers formal start-up and end-of-shift operations briefings to telecommunicators;
- Conducts performance coaching and counseling of telecommunicators;
- Coordinates with other agencies in relaying or securing information and maintains constant contact with established operating frequencies;
- Corrects equipment malfunctions or reports the malfunction to the proper maintenance personnel;
- Monitors phone calls/radio traffic of telecommunicators to assist in improving their performance and to identify training needs;
- Assists telecommunicators with difficult emergency calls to elicit as much information as possible;
- Acts in the absence of the shift supervisor;
- Participates on the QA (Quality Assurance) and QIU (Quality Improvement Unit) teams to review Fire, EMS, and Law Enforcement calls;
- Receives telephone calls requesting assistance or information from citizens or emergency service agencies/personnel;
- Operates communications and associated peripheral communications equipment to dispatch units;
- Maintains required files, records, and accurate communications logs of pertinent transmissions of incoming and outgoing calls;
- Identifies training needs, conducts instruction and training of new telecommunicators and trainers, and maintains and updates Continuing Dispatch Education records;
- Conducts pre-scheduled tours of the Communications Center;
- Plans or attends various meetings; and
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Must be at least 18 years of age and successfully obtain and maintain required certifications including, but not limited to: Florida Department of Law Enforcement (FDLE) Criminal Justice Information Services (CJIS) Level 3 - CJIS Security & Awareness Certification; State of Florida 911 Public Safety Telecommunicator Certification; Emergency Medical Dispatch Certification from the International Academies of Emergency Dispatch, and Cardiopulmonary Resuscitation (CPR) Certification within six (6) months of appointment; and three (3) years of experience in emergency, tactical, or customer/public complaint experience utilizing radio and/or telephone communications, which includes two (2) years of experience in public safety telecommunications that includes trainer/mentor, lead worker, quality assurance reviewer, or supervisory training; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Rotating shift, weekend, holiday, and overtime schedules.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of automated office equipment, practices, and procedures;
- Knowledge of basic radio receiving and transmitting operations, equipment, and proper radio-telephone procedures;
- Knowledge of FCC Rules and Regulations and County policies, rules, and regulations governing radio transmissions;
- Knowledge of Health Insurance Portability and Accountability Act (HIPPA) and the rules and regulations pertinent to area of assignment;
- Knowledge of legal terminology, grammar, spelling, and math;
- Knowledge of recordkeeping practices and procedures;
- Knowledge of the geography of the County, adjoining corporate areas, and roadway networks, locations of important attractions, buildings, industries, and subdivisions.
- Skill in the application of quality customer service;
- Skill in the operation of automated office equipment.
- Ability to effectively instruct subordinate communications operators as well as to maintain clear, accurate, and detailed accounts of operations;
- Ability to react calmly and promptly handle emergency situations and excited persons in a calm and guiding manner to secure essential information pertaining to emergency situations;
- Ability to speak in a clear well-modulated voice and deal with the public in a firm, courteous, tactful, and impartial manner.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recordings on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.

- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in an environment with crisis situations that require major decisions involving people, resources, and property.