



## **911 Quality Assurance Specialist**

**Category:** Classified  
**Pay Grade:** C24  
**Job Code:** 10884

*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 specialized telecommunications work involving the review of data from Regional 911 computer systems and audio recordings for purposes of quality assurance; acts as a subject matter expert in all Regional 911 policies and procedures; provides leadership, guidance, and support to all telecommunicators in the proper application of the International Academies of Emergency Dispatch (IAED) Medical and Fire Priority Dispatch protocols; performs telecommunicators functions at the discretion of the appointing authority.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Completes protocol case review and quality improvement reports for the Regional 911 Center;
- Coordinates and conducts random and special case reviews to measure protocol compliance;
- Supports employees to implement on-the-job best public safety practices in responding to and handling emergency calls applying the International Academies of Emergency Medical and Emergency Fire Dispatch Priority Systems protocols and agency policies and procedures;
- Reviews audio recording of 911 calls and prepares reviews and documentation;
- Coaches and provides feedback to personnel on case reviews and quality improvement reports;
- Facilitates the EMD/EFD certification and recertification process;
- Develops and conducts continuing dispatch education training;
- Maintains required quality improvement and continuing education files, records, and tracking logs;
- Prepares and disseminates employee quality improvement reports;
- Provides benchmark assessments to inform telecommunicators of their standing regarding A.C.E. Accreditation;
- Conducts quality assurance review investigations and compiles findings and recommendations;
- Participates and serves on the Quality Improvement Unit (QIU) and attends meetings for Quality Assurance;
- Assists in the development of policy directives, procedures, and performance goals;
- Identifies trends in performance and alerts management to the need for training or changes;
- Fills in as public safety telecommunicators or trainer;
- Collaborates with the Training Supervisor in the review, development, maintenance, and implementation of public safety telecommunicators training standards and materials;
- Reviews Daily Observation Report formats, benchmarks, and evaluation guidelines for adherence to protocol and procedures;
- Assists with instruction and training of new public safety telecommunicators;
- 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 Emergency Fire Dispatcher (EFD); and Cardiopulmonary Resuscitation (CPR) Certification within six (6) months of appointment; and three (3) years or more of public safety telecommunications work that includes experience training and/or evaluating quality and/or performance measures, and also includes two (2) years of experience with IAED emergency medical and fire dispatch protocols, and proficiency in typing at a reasonable rate of speed; 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.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner.
- 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 equipment operations and procedures (receiving and transmitting);
- Knowledge of basic telephone equipment operations and procedures;
- Knowledge of public safety software applications;
- Knowledge of County geography, corporate areas, roadway networks, locations of important attractions, major buildings, subdivisions, and hospitals;
- Knowledge of Health Insurance Portability and Accountability Act (HIPPA) and the rules and regulations pertinent to area of assignment;
- Knowledge of police, fire, and medical terminology, grammar, spelling, and math;
- Knowledge of recordkeeping practices and procedures.
- Skill in the application of quality customer service;
- Skill in the operation of automated office equipment.
- Ability to apply basic computer applications;
- Ability to distinguish varied pitches of bells, signals, and tones and different colors;
- Ability to hear through a headset while positioned at a work station for an extended period of time;
- Ability to make prompt, accurate decisions during emergency situations;
- Ability to react calmly and secure essential information when dealing with excited persons;
- Ability to simultaneously handle multiple calls/tasks;
- Ability to provide information correctly and concisely, both orally and in writing;
- Ability to type with reasonable speed and accuracy.

## 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.
- 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 a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.