

TITLE: Communications Shift Supervisor

E911/5

DEPARTMENT: Communications, Fayette County

JOB SUMMARY: This position is responsible for supervising an assigned shift of Communications Officers.

MAJOR DUTIES:

- o Interviews, selects, trains, assigns, directs, supervises, evaluates, and disciplines personnel.
- o Coordinates training with Communications Training Officer.
- o Monitors shift call volume; ensures timely and accurate service.
- o Prepares shift schedules and shift payroll; reviews leave requests.
- o Corrects errors; troubleshoots equipment; coordinates maintenance and repair.
- o Conducts shift roll call; relays account of happenings to new shift supervisor; reports problems with equipment.
- o Responds to after-hours calls as needed.
- o Monitors calls handled by Communications Officers.
- o Assists Communications Officers with irregular calls.
- o Answers emergency and non-emergency calls; prioritizes calls; dispatches appropriate responders.
- o Administers the Center's Quality Assurance Program as it pertains to calls for service.
- o Creates monthly shift schedule for E-911 personnel; reviews payroll sheets for accuracy.
- o Assists with county public safety seminars, workshops and job fairs.
- o Relays information to field personnel.
- o Maintains files and records of shift activities.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of county policies and procedures.
- o Knowledge of law enforcement and Fire/EMS dispatch protocols.
- o Knowledge of the Computer Aided Dispatch system.
- o Knowledge of GCIC and NCIC standards and regulations.
- o Knowledge of emergency communication equipment operation, maintenance, and repair.
- o Knowledge of computers and job related software programs.
- o Skill in the training and supervision of personnel.
- o Skill in public and interpersonal relations.
- o Skill in oral and written communication.

SUPERVISORY CONTROLS: The Assistant Communications Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include the county policy manual; county 911 directives; the county loss prevention manual; EMD instructions; GCIC and NCIC policies and rules; ISO fire standards; NFPA emergency service standards; NFPA National Fire Alarm Code; accreditation standards; FCC regulations; and the Official Code of Georgia. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY: The work consists of varied supervisory, administrative and call management duties. The volume of work and the need to multi-task contribute to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to supervise an assigned shift of Communications Officers. Success in this position contributes to the efficient response to emergency incidents.

PERSONAL CONTACTS: Contacts are typically with co-workers, law enforcement personnel, firefighters, emergency medical providers, representatives from external agencies, vendors, and members of the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information; resolve problems; provide services; and motivate and influence persons.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects and uses tools or equipment requiring a high degree of dexterity.

WORK ENVIRONMENT: The work is typically performed in a communications center.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position has direct supervision over an assigned shift of Communications Officers.

SPECIAL CERTIFICATIONS AND LICENSES: Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment. Successful completion of the State of Georgia mandated Basic Communications Officer training within six (6) months of employment. Successful completion of Georgia Crime Information Center (GCIC) workbook, tests and certification as a GCIC Terminal Operator within six (6) months of employment and recertification in GCIC every two (2) years. Possession of or ability to readily obtain Peace Officers Standards and Training (POST) Communications Training Officer (CTO) Certification.

ADA COMPLIANCE: Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE: The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE: In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- o Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- o Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years experience or service.
- o Possession of or ability to readily obtain GCIC/NCIC certification.