

TITLE: Compliance Manager

E911/12-762

DEPARTMENT: 911, Fayette County

JOB SUMMARY: This position is responsible for managing the department's compliance with standards set by internal policies and procedures, the county's policies and the Association of Public-Safety Communications Officials (APCO).

MAJOR DUTIES:

- o Plans, coordinates, and manages the Emergency Dispatch Quality Assurance Program; manages the various committees and coordinates meetings; conducts random case review (per the standards set by the APCO Institute Emergency Medical, Fire and Law Enforcement Dispatch Programs) to measure compliance.
- o Reviews all new and revised policies to ensure compliance with CALEA standards; coordinates with legal staff to review policies for adherence to all applicable laws.
- o Plans, coordinates, and manages the department's accreditation compliance functions to ensure future agency accreditation with the Association of Public-Safety Communications Officials (APCO) P-33.
- o Conducts a yearly review of the department's Standard Operating Policies ensuring compliance with APCO standards; coordinates with legal staff to review policies for adherence to all applicable laws; works with the Terminal Agency Coordinator for the Georgia Crime Information Center to ensure all policies and procedures meet GCIC and NCIC standards; ensures all Special Orders are added to the SOP manual.
- o Writes policy; determines, defines and develops procedures for application of policies governing day-to-day operations.
- o Ensures all procedure modifications and updates received from the public safety entities are communicated to center personnel for immediate adherence and incorporated into the annual SOP review.
- o Works with the Training Manager to ensure that all department employees are properly trained on new and revised policies.
- o Provides administrative support to the 911 Communications Board; composes and distributes meeting minutes for the Communications Board.
- o Maintains all accreditation files, quality assurance files, and SOPs.
- o Serves as backup for processing the department payroll; ensures county policy compliance in relation to Leave Management and Attendance.

- o In the absence of the Assistant Director, is responsible for researching and complying with Open Records Requests and will provide subpoena compliance and testimony.
- o Prepares correspondence and email.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of departmental policies and procedures.
- o Knowledge of county policies and procedures.
- o Knowledge of APCO accreditation standards.
- o Knowledge of modern office practices and procedures.
- o Knowledge of computers and job related software programs.
- o Knowledge of records management principles.
- o Skill in the development of policies and procedures.
- o Skill in public and interpersonal relations.
- o Skill in the use of fax machine, scanner, copy machine and other office equipment.
- o Skill in oral and written communication.

SUPERVISORY CONTROLS: The Communications Director and Assistant Director assign 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 APCO accreditation standards, department policies and procedures, and the County Policy and Procedure Manual. These guidelines require judgment, selection and interpretation in application.

COMPLEXITY: The work consists of related duties in the development and maintenance of compliance related programs and policies. The variety of tasks to be performed and strict regulations contribute to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to manage the department's quality assurance program and the accreditation compliance functions. Success in this position contributes to department compliance with relevant standards, to the maintenance of department accreditation and to the effectiveness of department operations.

PERSONAL CONTACTS: Contacts are typically with other county employees, representatives of accrediting agencies, elected and appointed officials, and members of the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, resolve problems, provide services, or justify or defend matters.

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 and heavy objects.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position has functional supervision over Cadets, Communications Officers, Training Officers and Shift Supervisors when performing in a quality assurance capacity to ensure adherence to APCO standards, County policy and center procedures.

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. Completion of GCIC/NCIC certification. Completion of Comprehensive Quality Certification (CQC).

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 Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- o Possession of or ability to readily obtain GCIC/NCIC certification.
- o Possession of or ability to readily obtain an APCO Institute EMD Manager Certification (EMD-M) and a Comprehensive Quality Certification (CQC).