

SUPERVISING PUBLIC SAFETY TELECOMMUNICATOR

DISTINGUISHING FEATURES OF THE CLASS: This work involves responsibility for supervising the activities of subordinate Public Safety Telecommunicators and Senior Public Safety Telecommunicators and other staff as assigned. Under the general supervision of the Director of Emergency Services, an employee in this class oversees the receipt of emergency and non-emergency calls from the public, the efficient relay of information to public safety responder units and the dispatch of personnel and emergency equipment. Employees in this class render assistance in answering questions posed by duty staff relative to equipment, policies and procedures and also train, develop and evaluate subordinate staff. Employees in this class may also function as a training coordinator responsible for development and institution of various types of training programs. They may also be required to monitor the activities of radio maintenance personnel and technical support personnel as well as to monitor the obligations of other contractual services provided to the Communication Center. This job involves an unusual working environment, which includes high stress, dealing with life and death situations and the need to remain calm in emergency situations. Employees are required to work shifts, which cover both day and night hours and weekend hours. The job also requires employees to leave their work environment in a clean and tidy condition at all times thus promoting a clean, safe and healthy work place. Additional duties may include assisting in coordination of the Emergency Operations Center during emergencies. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Supervises all personnel under his/her command;
- Coordinates with appropriate Police/Fire/EMS and other governmental personnel to ensure cooperation and continuity of effort among the agencies;
- Acts as a training coordinator for the telecommunicators and is responsible for telecommunicator training;
- Coordinates MSAG and address master maintenance and up-keep with various agencies;
- Supervises Public Safety Telecommunicators and Senior Public Safety Telecommunicators;
- Contributes to, and participates in, the team effort of training, development and evaluation of new personnel, refresher training of veteran personnel and the continuing training of all personnel under his/her command;
- Maintains understanding of and familiarity with Communication Center policies and procedures, County personnel rules and regulations and Federal, State and County laws pertaining to the Freedom of Information Act, Privacy Act, HIPAA and the release of criminal history records;
- Ensures compliance with Communication Center policies and procedures and County personnel rules and regulations by all personnel under his/her supervision;
- Authorizes the transmission of E-Justice messages to various departments or outside agencies as required;
- Determines the appropriate distribution of incoming E-Justice messages;
- Processes complaints made against the Communication Center or its staff through the use of audiotapes, message logs and interviews of affected personnel to make timely replies or explanations and, if necessary, provide documentation and efforts to resolve complaints to the Director of Emergency Services for further review;
- Prepares a Monthly Activity Report for distribution delineating reportable incidents that have occurred during the previous day;
- Makes notifications to appropriate personnel of significant or specific types of situations as required by the Communication Center policies and procedures;
- Conducts evaluations of subordinates as required;
- Ensures that appropriate documentation is completed and submitted by trainers to the Director of Emergency Services;
- Monitors all event activity occurring at the Communication Center;
- Ensures that no complaint is held an unreasonable length of time in violation of the Communication Center policies and procedures;
- Ensures that call back to complaints regarding delayed dispatch is made in a timely fashion;
- Maintains a thorough knowledge of the proper use and operation of all Communication Center Operations equipment;
- Maintains a thorough knowledge of the proper set-up and operation of all back-up systems used by the Communication Center;
- Ability to use data processing software and maintain spreadsheets and databases;
- Documents all equipment problems and malfunctions, making the appropriate call-out or notifications to facilitate repair as needed;
- Prepares the daily work schedule for all subordinate personnel;
- Approves leave for subordinate personnel;
- Authorizes the use of overtime and part-time personnel to supplement minimum staffing requirements;
- Maintains understanding and familiarity with the function of all positions under his/her supervision;
- Disseminates new and/or procedural information to employees;

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TYPICAL WORK ACTIVITIES: contd.

- Processes bills and invoices for payment;
- Maintains a working knowledge of basic networking, user accounts, and computer aided dispatch configuration;
- Maintains a file or files of all information pertaining to Public Safety Communications, which serves as a source of continuing information for employees;
- Provides the Director of Emergency Services with reports of equipment malfunction, frequency problems, significant activity, etc. and any action taken to correct the problem;
- Participates in the promotion of a clean, safe and healthy work environment and performs related duties as required;
- Assists as directed and performs as assigned additional duties and/or tasks delegated by the Director of Emergency Service.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of all emergency service providers within the County; thorough knowledge of the Communication Center policies and procedures; thorough knowledge of Federal, State and local laws, rules and regulations that pertain to the operations and functions within a communication center; thorough knowledge of the geography, patrol territories, fire districts, roads, streets, highways and special hazards that exist; ability to react quickly, calmly and effectively in emergency situations; ability to perform public safety functions of Senior Public Safety Telecommunicators and Public Safety Telecommunicators; ability to develop and implement comprehensive public safety communications training program, in-service training programs, refresher courses, etc.; ability to handle difficult personnel matters; ability to effectively relay complaints about field personnel to their respective supervisory officials.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and six years of experience, or its part-time equivalent, as a Dispatcher or Telecommunicator in a computer aided public safety dispatch or communications center.

PROMOTIONAL QUALIFICATION: Four years of full-time experience as a permanent Senior Public Safety Telecommunicator.

Competitive

Adopted 10/29/99 Personnel Officer

Revised 3/9/2015 PO