

911 STANDARDS PROGRAM COORDINATOR

DEFINITION OF WORK

Under general direction, this position ensures that the Emergency Services Department is meeting all current standards that are set forth for the 911 Communications Center by the NC 911 Board, APCO33, NFPA and CALEA. Position Oversees the Quality Assurance and Quality Improvement Program, and fills in for Communications Manager when absent. Work may include other duties and responsibilities as assigned.

EXAMPLES OF WORK

Oversees the Quality Assurance and Quality Improvement Program. Responsible for maintaining the accreditation program for the 911 center. Sits on DRC (dispatch review committee) and PEER review committee. DCI A-Tac, to provide recertification testing and maintain records for the SBI. Reviews training and standards evaluations of personnel. Maintains and updates PRO-QA software. Maintains and updates Rapid Responder users. Maintains and updates CIS System for NC State Certifications. Responsible for department standard operating procedures and any updates added. Evaluates new training programs, course work, materials, etc. Ensures department meets "best practices" guidelines as appropriate for emergency dispatch standards. Coordinates EMS, Fire and Law Enforcement Computer Aided Dispatch (CAD), EMS Fire and Law Enforcement protocol, radio communications and customer service training by instructing Shift certified training officers (CTO's) and Shift Supervisors for on the floor and in the classroom using a variety of methods, oversees training of new employees. Organizes and develops or obtains training procedure manuals and guides and other course materials such as handouts and visual aid materials. Monitors performance using the CTO's evaluation forms after each training class. Determines if training programs and instructors are meeting the training needs of the department and staff. Makes recommendations to modify training content or methodology to improve effectiveness. Administers training tests to dispatch staff. Scores test results and evaluates how students are performing. Prepares training reports on a weekly, monthly and quarterly basis for supervisor review. Completes and maintains training records for all training participants and monitors for certification and re-certification of dispatchers. Provides Fire, EMS and Law Enforcement on-call answer times and call processing times weekly to management and supervisors. Provide monthly call for service reports for multi-agencies. Attends supervisors meetings and reports shifts progress. Provides weekly MIS phone reports to management and supervisors. Provides analyses for calls for services and duty coverage and monthly QA Reports to Communications Manager. Other duties may include relieving 911 dispatch personnel or providing additional coverage when needed; assisting management with new hire interviews; and assisting emergency management staff when the Emergency Operations Center is activated.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from a two year technical college supplemented by five (5) years of experience performing emergency dispatch work to include EMS, Fire and Law Enforcement dispatch; or an equivalent combination of education, training, and experience.

Knowledge, Skills, and Abilities:

Considerable knowledge of the methods, procedures, and policies of Cumberland County as such pertain to the performance of the essential duties of the position. Considerable knowledge of principles and practices of performing emergency dispatch work to include ensuring compliance with applicable policies and procedures; and receiving emergency calls and dispatching appropriate response personnel. Considerable knowledge of the laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position; geographical structure of Cumberland County; and organization of the Department, and of related departments and agencies. Working knowledge of radio communications systems (e.g., dispatch consoles, 911 phone systems, 911 recording equipment, computer aided dispatch (CAD) system, quality assurance (QA) software, mapping software, and medical, law and fire dispatch protocol systems); and Microsoft Office. Ability to establish and maintain cooperative and effective working relationships.

SPECIAL REQUIREMENTS

Certifications required in accordance with the International Association of Emergency Dispatchers (IAED) include Emergency Medical Dispatch, Emergency Police Dispatch and Emergency Fire Dispatch. Quality Assurance (QA) certifications required by IAED include Emergency Medical Dispatch, Emergency Police Dispatch and Emergency Fire Dispatch. NC DCI certification and APCO CTO certification required. Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the county policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Requires the ability to perform coordinated movements needed to operate dispatch equipment and perform keyboarding work. Some tasks require the ability to perceive and discriminate sounds. Some tasks require oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

PHYSICAL REQUIREMENTS

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 25 pounds). Tasks may involve extended periods of time at a keyboard or work station.