

## **TELECOMMUNICATIONS SUPERVISOR**

### **DEFINITION OF WORK**

Under general direction, positions serve as one of four shift supervisors over a staff of telecommunicators, assigned to the County's Emergency Communication Center. Shifts are based on a 12-hour cycle, where position is expected to serve as a leader in directing all communication and administrative activities on a given shift. Due to first response in receiving voluminous calls within multiple disciplines to include medical, law enforcement, and fire, employees must exercise extreme judgment and leadership by acting as the central source in responding to crisis events at a given time and directing staff based on established standard operating procedures and certification requirements. Employees in these positions ensure activities comply with County, State and federal policies, guidelines and procedures, to include FCC regulations and Emergency Dispatch standards; perform a variety of administrative duties associated with supervising staff to include assigning work, ensuring professional development and training, monitoring performance standards, evaluating work, and providing guidance, direction and discipline as necessary; ensure staff coverage, and serve as a working supervisor in filling in as needed; prepare all necessary documentation regarding performance reviews, and training needs; prepare shift reports.

### **EXAMPLES OF WORK**

Employees serve as a working supervisor, engaging in the work performed by subordinates. Receive emergency and non-emergency calls from the public requesting law enforcement, medical or fire services, determining nature and location of emergency. Prioritize and dispatch pending calls for service, according to established policies and procedures. Maintain contact with all units on assignment. Maintain status and location of public safety providers. Provide responding personnel with available information to ensure appropriate response and to facilitate safety of caller/victim and responding personnel. Maintain accurate records of calls and units dispatched. Assist in training of new employees and continuing education of existing employees. Maintain street address updates for CAD, and office e-mail. Responsible for staffing needs on a daily basis of the Center. Maintain time sheets. Ensure shifts are covered due to illness or vacation. Review emergency calls to ensure they are meeting National Academy of Dispatch standards. Investigate complaints, which may include research of radio transmissions, emergency/ non-emergency phone calls, and procedural violations and personnel issues, that focus on procedures implemented by 911 Emergency Communications and if the procedures have been violated; and perform related work as required.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience:**

Graduation from high school or GED and six years of experience in emergency communications; or an equivalent combination of education and experience. Related lead and/or supervisory experience may be substituted on a year for year basis. Typing test of 35 correct words per minute and successful completion of Critical testing are required.

**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 supervising and performing emergency communications work to include supervising staff and ensuring compliance with applicable policies and procedures; receiving emergency calls and dispatching appropriate response personnel; 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. Considerable 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; multi-task and prioritize; and conduct small and large group presentations.

**SPECIAL REQUIREMENTS**

North Carolina Emergency Medical Dispatcher Certification; National Academy of Emergency Medical, Fire, and Police Dispatch Certification; ED-Q Certified; Emergency Telecommunicator Certification; Communications Training Officer Certification; NC DCI certification; NIMS 100, 200, 300, 700 and 800. Must obtain National Academy QA Certification in EMD, Fire, and Police within six (6) months of hire date. Work schedules will be on a rotating shift, to include weekends and holidays when scheduled. Employee shall cover shifts in absence of staff when assigned. 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 (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.