

Union County Government Job Description

Job Title: 911 Dispatch Manager
Pay Grade: A16
FLSA: E
Salary Range: \$44,990.40-\$63,157.95

GENERAL STATEMENT OF JOB

Under administrative direction, plans, coordinates and manages the activities of the E-911 communications center, ensuring the accurate and efficient processing of incoming requests for emergency response services. Ensures calls are handled in a professional and timely manner and in compliance with all pertinent local, state and federal regulations. Performs related tasks as required. Reports to the County Supervisor.

ESSENTIAL JOB FUNCTIONS SPECIFIC DUTIES AND RESPONSIBILITIES

Plans, coordinates and oversees E-911 communications center operations, ensuring compliance with all applicable policies, procedures, laws, regulations and standards.

Supervises subordinate technical, supervisory and clerical staff; supervisory duties include scheduling, instructing, assigning and reviewing work, planning, maintaining standards, coordinating activities, allocating personnel, acting on employee problems, selecting new employees, and approving transfers, promotions, discipline, termination.

Reviews the work of subordinates for completeness and accuracy; evaluates and makes recommendations for improvement as appropriate; offers advice and assistance as needed.

Provides for the adequate training of department personnel.

Develops and implements department policies and procedures.

Prepares and administers the department's annual budget; approves expenditures.

Oversees the effective and efficient operation of the communications center and related equipment; develops, maintains and implements disaster recovery plans for the maintenance of emergency communications during emergency situations and disasters.

Supervises the preparation and maintenance of dispatch records and documentation; maintains tape recordings of dispatch communications; provides copies of tapes as requested and appropriate.

Ensures the proper maintenance and operation of emergency / administrative telephone and radio systems for the department; oversees the use and maintenance of department computer hardware and software, including CAD software and the GIS system; researches, recommends and procures department equipment and systems as needed.

Develops and administers the department's quality assurance program; investigates and resolves public

complaints and other problems involving department personnel or activities.

Conducts E-911 Advisory Committee meetings.

Maintains certifications and training as mandated.

Receives and reviews 911 printouts, MSAG, job applications, time sheets, billing invoices, training requests, subpoenas, tape requests, address applications, etc.

Prepares and/or processes a variety of documents, including but not limited to call reports, NCIC audits, annual statistics, and various other reports, records, memos, correspondence, etc.

Refers to policy and procedure manuals, computer manuals, other technical manuals, directories, maps, ordinances, laws, etc.

Operates a personal computer, computer-aided dispatch system, NCIC / SLED computers, printers, telephones, radio console, copier, fax machine, two-way radio, etc.

Uses clerical and computer supplies.

Interacts and communicates with the County Supervisors, other department supervisors, subordinates, other County personnel, law enforcement agencies, other emergency response agencies and personnel, technical service representatives, sales representatives, and the general public.

ADDITIONAL JOB FUNCTIONS

Performs duties of subordinate staff as required, including answering the telephone, greeting and assisting visitors, receiving and dispatching emergency and non-emergency calls, monitoring radio communications, providing directions and other information to officers in the field, etc.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a Bachelor's Degree in a relative field of study supplemented by four to six years of Supervisory experience in emergency communications and dispatching, or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities. Must have successfully completed required training and hold E-911 certification. Must possess a valid S.C. driver's license, and successfully complete all pre-employment testing requirements.

Physical Requirements: Tasks involve the ability to exert moderate, though not constant physical effort, typically involving some combination of stooping, kneeling, crouching and crawling, and which involves some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 20 pounds).

Data Conception: Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange pertinent and vital information to co-workers. Includes the receiving of information and instructions from supervisor and the relaying of instructions and direction to subordinates.

Language Ability: Requires the ability to read a variety of policy and procedure manuals, computer manuals, maps, etc. Requires the ability to enter data into computer and prepare records, reports, correspondence, etc., with proper format, punctuation, spelling and grammar, using all parts of speech. Must be able to speak with poise, voice control and confidence and to articulate information to others.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to use influence systems in staff supervision; to make independent judgments in the absence of supervisor; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information and the ability to comprehend and implement basic office machinery functions.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give oral and written instructions, to teach and counsel employees. Must be able to communicate effectively and efficiently with persons of varying educational and cultural backgrounds, and in using radio, emergency medical and law enforcement terminology.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals, to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion. Must be able to use practical applications of statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment and communications machinery.

Manual Dexterity: Requires the ability to handle a variety of items including computer keyboards, office equipment, control knobs, switches, etc. Must have moderate levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency, unusual or dangerous situations, or in situations in which working speed and sustained attention are make or break aspects of the job. The worker may be subject to tension as a regular, consistent part of the job.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear). Must be able to hear and understand communications through a telephone.

PERFORMANCE INDICATORS

Knowledge of Job: is knowledgeable in the methods, policies and procedures of the County and departments pertaining to specific duties of E-911. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has thorough knowledge of the organization of the County and of related departments and agencies. Has the ability to comprehend, interpret and apply regulations, procedures and related information. Able to maintain control of assigned activities through effective supervision of subordinates and the application of good human relations techniques. Is able to provide effective training; is able to review and evaluate the work of others. Has knowledge of the layout of County roads and of the locations of various neighborhoods; is able to read, interpret and understand County maps. Has the ability to ensure the provision of efficient, effective and professional service to the public and emergency response personnel. Has considerable knowledge of the methods and procedures of emergency communications, including E-911, NCIC and radio communications. Has considerable knowledge of and skill in the use of communications equipment. Knows departmental rules and regulations regarding the use of radio equipment and of maintaining contact with officers and various agencies, is able to communicate via radio and telephone in a clear and concise manner. Is able to communicate effectively with members of the public and deal with the public in a professional manner. Is able to obtain accurate information when dealing with callers who are upset, afraid, injured, etc. Is able to transmit accurate information. Is able to give accurate direction over the telephone, providing the shortest route possible to emergency scenes. Has knowledge of modern office practices and techniques; has knowledge of and skill in the use of computers for data processing, mapping, and records management. Has knowledge of proper English usage, vocabulary, punctuation and spelling; has knowledge of basic mathematics. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Knows how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Has knowledge of principles and practices of record- keeping. Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine and non-routine tasks. Has the ability to plan, organize and prioritize daily assignments and work activities. Is able to offer assistance to fellow employees as necessary. Has the ability to learn and utilize new skills and information to improve job performance and efficiency.

Has knowledge of the occupational hazards and safety precautions of the trade. Is capable of working under stressful conditions as required. Knows how to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts. **Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations. **Dependability:** Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative & Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., Offers suggestions and poor communications, variance with established policies or procedures, etc. recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort.

Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety & Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

Planning: Plans, coordinates and uses information effectively to enhance activities and production. Knows and understands expectations regarding such activities and works to ensure such expectations are met. Develops and formulates ways, means and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve such goals and objectives.

Organizing: Efficiently organizes own work and that of subordinate staff. Ensures that personnel understand what results are expected of them, and that each is regularly and appropriately informed of all matters affecting or of concern to them.

Staffing: Works with upper management, where appropriate, to select and recommend employment of qualified personnel. Directs the development and training of personnel under charge, ensuring their proper induction, orientation and training.

Leading: Provides a work environment which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to personnel under charge concerning their performance. Commends and rewards personnel under charge for outstanding performance, and takes timely and appropriate disciplinary action as necessary. Exercises enthusiasm in influencing and guiding others toward achievement of established goals and objectives.

Controlling: Provides a work environment which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of established standards, methods and procedures.

Delegating: Assigns duties as necessary and/or appropriate to meet goals, enhance abilities of personnel under charge, build their confidence and assist them in personal growth. Has confidence in personnel under charge to meet new or additional expectations.

Decision Making: Exercises discretion and judgment in developing and implementing courses of action affecting functions under charge. Recognizes when a particular policy, procedure or strategy does not foster the desired result, and moves decisively and explicitly to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of functions under charge. Employs imagination and creativity in the application of duties and responsibilities. Is not averse to change that supports achievement of goals and objectives.

Human Relations: Strives to develop and maintain excellent rapport with personnel under charge. Listens to and considers their suggestions and complaints, and responds appropriately. Establishes a work environment to promote and maintain mutual respect.

Policy Implementation: Has a clear and comprehensive understanding of policies regarding functions under charge and the function of the organization. Adheres to policies in the discharge of duties and responsibilities, and ensures the same from personnel under charge.

Policy Formulation: Maintains awareness of changes in operating philosophies and policies, and routinely reviews policies to ensure any changes in philosophy or practice are appropriately incorporated into functions under charge. Recognizes and understands the relationship between operating policies and practices and morale and performance. Strives to ensure that established policies enhance same.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.