COUNTY OF YORK JOB DESCRIPTION

Assistant 9-1-1 Center Coordinator
Emergency Communications

Human Resources Department
120 Alexander Hamilton Blvd.
Yorktown, Va. 23690
Phone: 757-890-3687
Fax: 757-890-3699

GENERAL STATEMENT OF JOB

Responsible and accountable for assisting in the day-to-day coordination and supervisory work for the Emergency Communications Center. Assists in overseeing all emergency communication activities for the York-Poquoson-Williamsburg Emergency Communications Center. Assists in monitoring, directing and participating in emergency dispatching duties when necessary. Assists as directed for investigating complaints or concerns related to the operation of the Emergency Communications Center. Ensures the 9-1-1 Center Coordinator is informed of any issues related to the management of the operation. Work is performed under general supervision of the 9-1-1 Center Coordinator.

DISTINGUISHING FEATURES/JOB LOCATION/WORKING CONDITIONS

Work is performed in the Emergency Communications Center or in the buildings and/or offices of County government; training is carried out at indoor training locations. The position is classified as ALPHA which means the incumbent is expected to perform assigned duties regardless of existing severe inclement weather or emergency conditions.

ESSENTIAL JOB FUNCTIONS

Assists the Chief of Emergency Communications and the 9-1-1 Center Coordinator in managing daily operations of the Emergency Communications Center.

Assists with the selection of new hires, performance management, training, and project management.

Assists in the development and execution of the quality assurance and quality improvement process including the review of computer aided dispatch calls for service, recordings and other reports to gather information regarding the proper handling of telephone calls and radio transmissions.

Assists in the development and execution of training programs for the center's Dispatchers.

Assists the Chief of Emergency Communications with the development of the Public Safety Technology grants.

Acts as liaison with multiple vendors and maintains records of all projects. Coordinates and acts as liaison with other agencies requiring compliance in accreditation standards.

Coordinates and maintains grant requirements.

ADDITIONAL JOB FUNCTIONS

Provides input into the development of the annual budget.

Responsible for annual and quarterly reports to include the Program Effectiveness Processing (PEP) quarterly report, the Major Accomplishment annual report, and the 9-1-1 True-Up annual report.

Performs other related work as required.

ENTRY KNOWLEDGE, SKILLS, AND ABILITIES

Considerable working knowledge of the operations of an emergency communications center.

Thorough knowledge of 9-1-1 systems, computer-aided dispatch systems, radio systems, and related technology systems.

Ability to make accurate and quick decisions in emergency situations.

Ability to maintain composure and courtesy to deal effectively with the public, staff and other agencies.

Ability to mentor, counsel and develop remedial training for staff.

Ability to speak distinctly, clearly, and concisely.

Ability to understand and follow directions.

EDUCATION AND EXPERIENCE

Any combination of education and experience equivalent to an Associate's Degree in Public Administration, or a related field, and a minimum of 3 years as an emergency dispatcher.

SPECIAL REQUIREMENTS

Certified as a DCJS General Instructor.

NCIC/VCIN Level-A Certification.

CPR Certification.

APCO EMD Certified (Instructor Level Preferred).

PHYSICAL & MENTAL STANDARDS NEEDED FOR ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery and equipment including computers, radio equipment, telephone equipment, cellular telephone equipment, dispatch console equipment, 9-1-1- system equipment, recording equipment, printers, emergency lighting and siren equipment, and common office equipment. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar 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 information. Includes giving instructions, assignments or directions to subordinates.

Language Ability: Requires the ability to read a variety of reports, correspondence, logs, proposals, technical manuals, etc. Requires the ability to prepare logs, reports, correspondence, evaluations, specifications, drawings, etc. Requires the ability to speak with poise, voice control and confidence, including communicating via two-way radio.

Intelligence: Requires the ability to apply rational systems to solve problems and deal with a variety of known and unknown variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; understand and apply the theories of algebra and descriptive statistics.

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

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using common office equipment, radios, cellular telephones, pagers, alarm systems, calculators, computers, printers, audio tape recording equipment and teletypes.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, radios, cellular telephones, pagers, alarm systems, calculators, computers, printers, audio tape recording equipment, teletypes, control knobs, switches, etc. Must have minimal 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 and when confronted with persons acting under stress and emergency situations.

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

Prepared by: _____

Date: _____

Approval: _____