

KENT COUNTY POSITION DESCRIPTION

*Kent County Levy Court
555 Bay Road, Dover, DE 19901*

Department of Public Safety
Division of Emergency Communications
Classified, GRADE 12
FLSA exempt position

EMERGENCY COMMUNICATIONS ADMINISTRATIVE OFFICER

GENERAL STATEMENT OF DUTIES: Performs administrative and supervisory responsibilities for statistical data management, training and appraisal of the overall effectiveness and quality of service delivered by department personnel; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: The incumbent serves as a certified Priority Dispatch System (PDS) Quality Improvement Officer and oversees the administration, planning, organization, direction, and operation of the PDS Quality Improvement Unit including all quality improvement case review, data management, feedback, continuing education development and new E.M.D./E.F.D. certification training in the Dispatcher Center. The employee is responsible for training all new employees and provides technical support to all employees dealing with E.M.D./E.F.D. protocols. Responsibility involves assisting the Assistant Director with daily and special operations of the department and assumes all duties in his/her absence.

ADA REQUIREMENTS: This is sedentary work requiring the exertion up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, grasping, kneeling and repetitive motions; vocal communications is required for expressing or exchanging ideas by means of the spoken work; hearing is required to perceive information at normal spoken work levels; mental acuity is required to make rational decisions through sound logic and deductive processes; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surrounding and activities; the worker is not subject to adverse environmental conditions.

EXAMPLE OF WORK: (Illustrative only)

Manage and coordinate training certification and continuing education (CDE) programs;
Orient and train personnel under PDS programs;
Collect and review all PDS personnel related QI (Quality improvement) and CDE records;
Coordinate E.M.D./E.F.D. re-certification processes;
Coordinate E.M.D./E.F.D. research and studies by organizing, filing and retrieving data;
Work with agencies or consultants to meet compliance with E.M.D./E.F.D. protocols;
Communicate with agencies and personnel, and other related communications centers in the region on related issues, including follow-up on E.M.D./E.F.D. feedback reports, etc.
Coordinate and review for accuracy reports relating to the dispatch-related purposes. Serves on assigned supporting committees;

Conduct case evaluation of random selection of 911 call tapes for review and measurement of protocol compliance;
Provide feedback reporting to dispatch administration and filing and distribution of reports;
Responsible for organization, filing and distribution of all QI data, findings and recommendations;
Interface with external customers, as directed;
Provide technical E.M.D./E.F.D. support to dispatchers;
Conduct reviews of department standard operating procedures and make recommendations;
Review documentation to assure compliance with state and local quality assurance criteria;
Maintain records and prepare E.M.D./E.F.D. compliance reports.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Thorough knowledge of, and skill in performing E.M.D./E.F.D. procedures and quality case review; thorough knowledge of supervisory techniques with an ability to direct and supervise the work of subordinates; thorough knowledge of the geographic area, streets, rural roads, and highway system of the county; some knowledge of Federal and State regulations governing radio transmissions; alertness and skill in detecting the scope and magnitude of an emergency; ability to communicate effectively and to work under confining conditions; ability to use approved radio equipment and computer systems with pertinent applications; regular and timely attendance; performance of duties in a safe manner.

ACCEPTABLE EXPERIENCE AND TRAINING: Completion of standard high school coursework or G.E.D. with at least five years experience as a Dispatcher; or any equivalent combination of experience and training which provides the required knowledge, skill and abilities.

ADDITIONAL REQUIREMENTS: Must be certifiable as an E.M.D./E.F.D-Q in Quality Assurance/Improvement report procedures. Must have dispatcher skills equal to Dispatcher II. Must pass testing for substance abuse, and criminal background investigation. Must pass background security investigation. Must sign a confidentiality form for Delaware State Police information. Must attend, secure and maintain Emergency Medical Dispatch and Fire Dispatch certifications. Must memorize dispatch information and procedures compiled by Department. Must have ability to locate emergency dispatch information in a fast and efficient manner. May be required to pass testing of physical strength and agility to qualify for and retain position. Must maintain a positive work environment by acting and communicating in a manner that promotes harmonious relations with customers, co-workers, and supervisors. Direct deposit of pay required.

Employee Acknowledgment

EST. 6/27/95
Rev. 01/10/99
Rev. 1/11/99
Rev. 07/01/00
Rev. 07/01/03
Rev. 07/01/04
Rev. 07/01/15