

Title: Emergency Communications Administrative Officer
Department: Public Safety
Division/Office: Emergency Communications Division



Grade 2123; FLSA Exempt position; Category: Classified; Job Code: AOEC; Rev.:07/01/2021

General Description

The purpose of this position is to assist the Assistant Director with the planning and administration of the department's quality assurance, statistical management, training and appraisal of the overall effectiveness by department personnel.

This single position works under administrative supervision, developing and implementing programs within organizational policies and reports major activities to executive level administrators through conferences, meetings, and reports.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions as necessary.

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- Coordinates, assigns and reviews work and establishes work schedules; maintains standards; monitors status of work in progress; inspects completed work assignments; answers questions; gives advice and direction as needed.
- Conduct case evaluation of random selection of 911 call tapes for review and measurement of protocol compliance.
- Manages the Quality Assurance Program for the Division.
- Coordinates and provides training for the Division.
- Manages and coordinates training certification and continuing education (CDE) programs.
- Coordinates and reviews for accuracy reports relating to the dispatch-related purposes.
- Manages the daily operations of the department.
- Reviews and updates department standard operating procedures.
- Maintains Division's Accreditation through the International Academy of Emergency Dispatch
- Performs related work as required.

Minimum Education and Experience Requirements:

High School graduation or GED equivalent supplemented by six (6) years of progressively responsible experience in emergency communications, emergency management or related field or equivalent combination of education, training, and experience.

Additional Requirements:

Thorough knowledge of, and skill in performing E.M.D./E.F.D./E.P.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.

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Americans with Disabilities Act Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; mental acuity is required to make rational decisions through sound logic and deductive processes; physical attendance at work site is required to perform manual tasks, provide immediate service to onsite customers, and supervise or interact with work group; visual acuity is required for preparing and analyzing written or computer data, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Certifications and License Requirements:

- May be required to pass standardized examination to determine basic and supervisory knowledge, skills & abilities or participate in panel interview.
- Must possess and retain Emergency Medical, Emergency Fire and Emergency Police Dispatch certifications.
- Possess and maintain CPR/AED Certification.
- Must have completed or complete of the APCO Communication Center Supervisor course within 12 months of selection.
- Must possess or obtain and retain Quality Assurance certification for Emergency Medical, Emergency Fire and Emergency Police Dispatch within 12 months of selection.

Notices:

Kent County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management. This is an employment at-will position.

Employee Acknowledgement