



CLINTON COUNTY GOVERNMENT

Job Description

Job Title: 911 Quality Assurance Supervisor
Department: Department of Emergency Services
Position Reports to: Director of Emergency Services
Grade Level: J
FLSA Status: Non-Exempt
Position Type: Full-time
Bargaining Unit Status: Non-Bargaining
Date: December 21, 2018

Summary: Purpose of Position

The purpose of this position is to conduct and supervise the Quality Assurance program for the 911 Communications Center as mandated by Act 12. The work is performed under the direction of the Director of Emergency Services/9-1-1 Manager.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned

- Conducts reviews of calls received and dispatches performed by the 9-1-1 Communications Center.
- Reviews all changes, additions and deletions for Computer Aided Dispatch (CAD) data entry; reviews all data entry logs for accuracy.
- Maintains required Standard Operation Procedures Manual.
- Assists in the administration of the County 911 plan as related to Act 12.
- Reviews and answers complaints.
- Maintains Public Information Program.
- Assists in interviewing and reviewing qualifications of new staff candidates.
- Attends a variety of training classes and meetings.
- Maintains regular and on-time attendance.
- Performs other related functions as assigned or required.

Education and Experience:

High school diploma or equivalent with vocational/technical training in Emergency Call Taking and Dispatch or a related field and three to five years of dispatch/supervisory experience, or any combination of education and experience that provides equivalent knowledge, skills and abilities.

Additional Job Requirements: Valid driver's license, satisfactory pre-employment drug screen, background check, and completion of the computer skills testing.



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Position requires APCO and State Training Officer certification, CPR, Emergency Medical Dispatch, and APCO 40-hour Dispatching certifications.

Physical and Mental Abilities Required to Perform Essential Job Functions

Language Ability and Interpersonal Communication

- Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and /or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.
- Requires the ability to provide first line supervision. Ability to persuade, convince, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations.
- Requires the ability to utilize a variety of reference, descriptive and/or advisory data and information such as data entry run cards, schedules, Quality Assurance reviews, standard operating procedures, CAD manuals, policies, training materials, instructions, procedures, guidelines and non-routine correspondence.
- Requires the ability to communicate orally and in writing with the Manager and all department personnel, other County departments, response agencies, organization, the media and the public.

Mathematical Ability

- Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages and decimals; may require the ability to perform mathematical operations with fractions and algebra.

Physical Requirements

- Requires the ability to operate, and perform complex rapid adjustment on equipment such as a computer and other office machines, recorders, playback machines, radios, CAD system, all Center equipment, and/or related materials used in performing essential functions.
- Requires the ability to coordinate eyes, hands, feet and limbs in performing coordinated movements such as typing.
- Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five to ten pounds.
- Requires the ability to recognize and identify similarities or differences between characteristics of colors,



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- shapes and sounds associated with job-related objects, materials and tasks.

Environmental Adaptability

- Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses a very limited risk of injury.

Expectations of Employee:

In completing the duties and responsibilities of this position, the Emergency Management Department expects the employee will adhere to all county policies, guidelines, practices and procedures; act as a role model both inside and outside the County; perform duties as workload necessitates in a timely, accurate and thorough manner and be conscientious about meeting department productivity standards; and communicate regularly with supervisor about department issues.

At-Will-Employment:

The 9-1-1 Quality Assurance Supervisor position is an at-will employee and serves at the pleasure of the Clinton County Commissioners. The Clinton County Commissioners are Equal Opportunity Employers and do not discriminate on the basis of age, gender, religion, race, color, national original, ancestry, sexual orientation, or disability.

In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Human Resource Administrator to the extent that it does not constitute an undue hardship to the County.

I have read the job description for the 9-1-1 Quality Assurance Supervisor and fully understand the requirements set forth therein. I hereby accept the position and agree to abide by the requirements and duties set forth. I will perform all duties and responsibilities to the best of my ability.

Employee Signature

Supervisor's Signature

Date

Date



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