



CLINTON COUNTY GOVERNMENT

Job Description

Job Title: 911 Shift Supervisor
Department: Department of Emergency Services
Position Reports to: 9-1-1 Training & Operations Coordinator &
Quality Assurance Supervisor
Grade Level: H
FLSA Status: Non-Exempt
Position Type: Full-time
Bargaining Unit Status: Non-Bargaining
Date: January 10, 2019

Summary: The purpose of this position is to supervise all shift activities and perform dispatching duties. The work is performed as directed, by the 9-1-1 Training & Operations Coordinator and/or the Quality Assurance Supervisor, as administrated by the department Director.

Essential Functions: 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.

- Supervises 911 Dispatchers, provides instruction; assigns and reviews work duties; maintains standards; assists in selecting new employees; and recommends commendations for quality work and is also mindful of situations requiring remedial actions or disciplinary measures.
- Supervises and performs all 911 Communications Center dispatch operations and activities. Ensures compliance with all Standards Operating Procedures; ensures completion of any daily checklists by shift personnel.
- Enforces 911 Communications Center Complex security. Monitors tower site security and power outages.
- Records and reports all equipment problems; contacts maintenance and repair vendors.
- Assist 9-1-1 Training & Operations Coordinator with maintaining the schedule; calls backup personnel in case of absences by 911 center staff.
- Conducts initial quality assurance reviews of calls received and dispatches performed by 911 Center staff. Forwards information to the Quality Assurance Supervisor for further review and acknowledgment of quality work performance or possible corrective actions.
- Performs dispatch duties; receives emergency and non-emergency calls and dispatches appropriate response units; obtains information from callers to provide to response units; monitors radios and maintains contact with response unit.
- Tracks and updates all responding units using Computer Aided Dispatch (CAD) system; enters incidents into CAD system to create incident numbers.
- Accesses and operates NCIC/CLEAN web based Portal database.
- Performs clerical duties; files reports, maintains checklists, etc. as needed.
- Attends training and meetings as required.
- Performs other related functions as assigned or required.
- Maintains regular and on-time attendance.



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Education and Experience:

High school diploma or equivalent and one year of dispatch experience, or any combination of education and experience that provides equivalent knowledge, skills and abilities.

Additional Job Requirements: The position requires APCO Telecommunicator, Emergency Medical Dispatch and CPR certificates as well as the successful attainment of the APCO Communications Center Supervisor certification. In addition, a valid driver's license, satisfactory pre-employment drug screen, background check, and completion of the computer skills testing will be required.

Physical and Mental Abilities Required to Perform Essential Job Functions:

Language Ability and Interpersonal Communications:

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Requires the ability to persuade, convince, influence, train and monitor, in favor of a desired outcome.
- Requires the ability to act as a lead person.
- Requires the ability to utilize a variety of reference, descriptive and/or advisory data and information such as lists, bulletins, schedules, notifications, reports, entries, cards, maps, manuals, policies, 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 personnel, Coroner, outside agencies, 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.

Physical Requirements:

- Requires the ability to operate, and perform complex rapid adjustment on equipment, machinery and tools such as a computer and other office machines, CAD system, all Center equipment, and/or related materials used in performing essential functions.
- Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.
- 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 weighting five to ten pounds.
- Requires the ability to recognize and identify degrees of similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.



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Environmental Adaptability:

- Ability to work under generally safe and comfortable conditions where exposure to environmental factors may cause discomfort and poses a limited risk of injury.

Employee Expectations:

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 Shift 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 position of 9-1-1 Shift 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