

PERRY COUNTY COMMISSIONERS
Job Description

Job Title:	911 Supervisor	Employee Name:	
Department:	Homeland Security/EM/911 Services	Class Title:	
Reports To:	Director	Class Number:	
FLSA Status:	Non-Exempt	Civil Service Status:	Classified
Prepared By:	Human Resources	Employment:	Full-Time
Revised Date:	09/20/2016	Regular Hours:	Varies

SUMMARY

Manages and oversees the day-to-day activities of the 911 Center. Ensures County is in compliance with all federal, state and local laws pertaining to the 911 Center. Identifies areas of improvement and recommends changes to the EM Director and 9-1-1 TAC Advisory Board.

ESSENTIAL FUNCTIONS, DUTIES AND RESPONSIBILITIES *include the following. Other duties may be assigned.*

- Demonstrates regular and predictable attendance.
- Promotes and maintains positive and effective working relationships and promotes good public relationships as a representative of Perry County Government.
- Assigns work, trains and evaluates employee performance; receives and resolves employee issues according to established guidelines; approves timesheets and leave requests; schedules shifts and ensures coverage for call offs; recommends and/or issues corrective action as necessary. Participates in interviewing and makes recommendations for hiring of Dispatchers in conjunction with the EM Director. Actively involved in employee and/or labor relations.
- Assesses needs and makes recommendations for training; assists Director in the development of training; conducts periodic trainings to ensure compliance with regulations and standards.
- Acts as a liaison between the 911 Center and County Fire, EMS, LE and related personnel on activities of the 911 Center.
- Researches, investigates and resolves inquiries, concerns and complaints. Keeps management advised as necessary.
- Monitors calls/dispatching for quality assurance purposes. Determines/Recommends training, policies, procedure improvement processes, etc to the EM Director. Provides back up to 911 Dispatchers and assists with Computer Aided Dispatch (CAD) systems as necessary.
- Performs a variety of administrative functions to ensure efficient operation of department; formulates/recommends, implements and administers new and revised policies and procedures; prepares shift reports and statistics.
- Researches, investigates and resolves address corrections and updates through Intrado.
- May be assigned EMA duties during planned or unplanned events.
- Meets all job safety requirements and all applicable OSHA/PERRP safety standards that pertain to the essential functions of the position and all agency safety procedures.

- Remains informed of current developments and procedures pertinent to duties; may be required to attend seminars/training.

SUPERVISORY RESPONSIBILITIES

Directly supervises employees of the 911 Center.

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

EDUCATION and/or EXPERIENCE

Preferred Associate's Degree from a two-year college or technical school; and three (3) to five (5) years related experience and/or training; a minimum of two (2) years supervisory experience; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER /EQUIPMENT SKILLS

Proficiency in Microsoft Word, Excel and other related software.

Computer Aided Dispatch systems*, Phase One and Phase Two Wireless process*, Consoles and tone boards, and paging systems*.

*May be acquired after hire and obtained prior to the end of the probationary period.

OTHER SKILLS AND ABILITIES

Effective written and oral communication skills.

Contributes to building a positive team environment, applies conflict resolution skills as necessary.

Possesses excellent interpersonal and multi-tasking skills.

Ability to manage fast pace, potentially stressful environment.

Ability to obtain and maintain certifications below.

CERTIFICATES, LICENSES, REGISTRATIONS

CPR and EMD, EPD and EFD certification*, Valid Ohio Driver's License. Ability to be covered under the county fleet vehicle liability insurance policy. FEMA IS 100, 200, 300, 400, 700 and 800 plus the FEMA Professional Development Series**

*May be acquired after hire and within six (6) months of employment.

**Obtained within two years of employment

PHYSICAL DEMANDS *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Normal physical demands to include sitting, walking, standing, grasping, and reaching.

In the event of providing back up to 911 Dispatchers, this job may require to work long periods of time in a sedentary position under stressful periods without breaks.

WORK ENVIRONMENT *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Moderate noise level.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (the employee's) signature below signifies that I have reviewed and understand the contents of my position description.

Appointing Authority

Date

Agency Representative

Date

Employee Signature

Date
