



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>Lead Emergency Telecommunicator</u>	NEW: <u>X</u>	REVISED: _____
<small>(Please check one)</small>		
REPORTS TO: <u>Shift Supervisor</u>	FLSA: <u>Non-Exempt</u>	DATE: <u>02/2017</u>
DEPARTMENT: <u>911/Joint Communications</u>	JOB CODE: <u>600</u>	

SUMMARY:

Work is performed on an assigned shift under the direct supervision of the Shift Supervisor. This is advanced work as a senior Emergency Telecommunicator, responsible for supervision of an assigned shift in the Shift Supervisor's absence.

ESSENTIAL FUNCTIONS:

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

The Lead Telecommunicator shall have the duties and requirements of an Emergency Telecommunicator. Works under the general supervision of the Shift Supervisor. Supervises and assigned shift in the Shift Supervisor's absence. Provides on-the-job training to less experienced Emergency Telecommunicators. Receives emergency (911) and nonemergency calls for assistance from the public and dispatches police, fire, and emergency medical assistance as needed or required.

Operates enhanced 911 telephone equipment, Computer Aided Dispatch (CAD) equipment and computerized radio equipment to receive and dispatch emergency and nonemergency calls from the public to the appropriate public safety response agency; obtains and relays pertinent information from callers to public safety response agencies in a timely, accurate, and courteous manner; maintains an accurate and up to date status of all on duty police, fire, and medical personnel and apparatus at all times; operates various equipment; operates the Missouri Uniform Law Enforcement System (MULES) to send/receive messages and make inquiries/entries on wanted/stolen persons, vehicles, and property; assists with troubleshooting

minor equipment repairs; monitors weather alert equipment and activates outdoor warning siren or other equipment designed to alert the public and emergency response agencies to severe weather or major events in a timely manner; maintains a list of inoperative fire hydrants, street closings, and other information pertinent to emergency responses; maintains a full working knowledge of Columbia and Boone County streets, roads, landmarks, and common name locations; maintains a full working knowledge of policies and procedures pertaining to PSJC and user agencies; and performs related duties as needed or assigned.

KNOWLEDGE & SKILLS

1. Thorough knowledge of the agency's policies, practices, operational activities, and telecommunicator skill sets.
2. Demonstrate a comprehensive understanding of agency resources and capabilities, including location of public safety/service buildings, apparatus and equipment, emergency management services and facilities, and emergency planning documents.
3. Knowledge of basic training in effective interpersonal communication skills, accreditation and/or certification process, leadership qualities, and adult learning principles.
4. Shall be aware of and understand the opportunity of all employees to participate in such programs as listed below, demonstrating the ability to inform Telecommunicator of these services and make referrals as necessary: Employee Assistance Program (EAP), Critical Incident Stress Management (CISM)/Critical Incident Stress Debriefing (CISD), Health and Wellness Programs, and Stress Management techniques.
5. Understands the safety requirement of the position as required by the agency and appropriate state regulations.
6. Understands the impact of the ADA specific requirements of PSAPs for equal access.
7. Knowledge of the agency's hiring practices and ADA accommodation procedures.
8. Shall have received training in applicable local, county, state, and federal programs, particularly in the area of emergency management, disaster events, threat notification, mutual aid/mutual response procedures, and homeland security information.
9. Understands the agency's mission and can demonstrate the same by articulating their duties within the organization toward accomplishment of the mission.
10. Articulates formal and informal values that support public safety professionalism.
11. Articulates the agency expectations of professional conduct.
12. Appropriately and professionally represents the agency, as authorized.
13. Demonstrates ethical behavior for which he/she has a direct responsibility and can articulate the importance of ethical behavior by all employees.
14. Shall project a positive attitude, demonstrating effective problem solving, reiterating the mission and values of the agency, and modeling positive behavior.
15. Demonstrates understanding of agency guidelines for handling sensitive personnel information for which confidentiality is required and/or expected.
16. Thorough knowledge of the agency practices and training programs.
17. Demonstrates and maintains operational and technological competence as defined by the agency.
18. Demonstrates the ability to provide individualized instruction by: Identifying common agency reference materials; Selecting appropriate instructional techniques; Conducting remedial training.

19. Demonstrates and encourages effective teamwork in order to accomplish the mission of the agency. Teamwork relies on mutual respect, a good work ethic, and doing what it takes to get the job done without complaint.
20. Refrains from gossip. Telecommunicators must observe the Lead Telecommunicator working constructively with other employees and not engaging in destructive rumors or gossip.
21. Demonstrates the ability to resolve conflicts effectively through the use of appropriate conflict resolution models and other available resources.
22. Participates in continuing education. This education can be in the form of agency hosted in services, participating in professional organizations/associations formal trainings, etc.
23. Demonstrates the ability to provide effective verbal feedback.
24. Demonstrates the ability to document policy violations.
25. Demonstrates the ability to use objective language to describe observations of telecommunicator performance and behavior.
26. Knowledge of PSAP training standards and requirements.
27. Knowledge of PSAP written directives, SOP/SOG's and Operations Manual.
28. Thorough knowledge of jurisdiction and geography.
29. Knowledge of legal concepts and risk assessment.
30. Knowledge of staffing and scheduling procedures.
31. Knowledge of current systems used within the PSAP.
32. Knowledge of PSAP defined protocols (Emergency Medical/Fire/Police Dispatch, etc.)
33. Supervision and leadership concepts and principles.

PHYSICAL DEMANDS:

This is a 9-1-1 emergency call taking and police, fire and EMS dispatch center environment. Must be able to work any shift assignments, including nights, weekends, holidays, overtime (both forced and scheduled,) and up to 12-hour shifts. Operates computers, telephones, dispatch radios, and other communications equipment. Exposure to noise, unusual fatigue factors, emergency and stressful situations. Sits for prolonged periods of time and restricted to immediate telephone and dispatch radio area. Works closely with others. Uses hands and fingers to handle, feel, or operate objects, tools, or controls. Ability to reach with hands and arms. Function in work environment with moderate noise level from several sources creating constant activity. Hearing and speech sufficient to communicate effectively in person and over the telephone and radio. Extensive keyboarding on multiple keyboards and attentive listening to telephone calls and radio transmissions (often at a low volume level and of poor audio quality on a department-supplied headset or handset.) Ability to exert very moderate physical effort typically involving some combination of stooping, kneeling, and lifting, as well as carrying, pushing, and pulling objects and materials of moderate weight, twelve to twenty pounds. Ability to operate assigned equipment (computer, radios, telephone, and other communications equipment.) This includes audiovisual dissemination and perception including ability to distinguish colors; hand and finger dexterity.

QUALIFICATIONS:

High school diploma or equivalent and four years of experience in public safety communications; or any combination of education and experience which would provide the equivalent knowledge, skills, and abilities. Must possess and maintain a valid Missouri driver's license. Must possess all certifications required of an ETCII (e.g. MULES, CPR,

ETC, EMD, EFD, EPD & CTO). Ability to work varying assigned shifts, unscheduled overtime, weekends and holidays. Completion of a Communications Supervisor course highly desirable. Must possess a clear criminal history.

NOTE: A criminal background check including a national fingerprint check through law enforcement agencies and a drug test will be conducted on all successful applicants prior to their being appointed to this position.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.