SUSQUEHANNA COUNTY POSITION DESCRIPTION

TITLE: **911 SHIFT SUPERVISOR / CAD MANAGER**
DEPARTMENT: **DEPARTMENT OF PUBLIC SAFETY**
LOCATION: **PUBLIC SAFETY CENTER - GIBSON**
REPORTS TO: **DIRECTOR OF 911**
PAY GRADE: **9**
POSITION STATUS: **FULL TIME, NON-UNION**

GENERAL:

The 911 Shift Supervisor / CAD Manager is responsible as a first line telecommunicator, for the direct operation of the communications center and its staff of up to 4 employees. The 911 Shift Supervisor monitors the work of the telecommunicators for accuracy, effectiveness, and speed of service as it is deemed necessary. This position will be responsible for ensuring telecommunicators are accurate. timely and efficient in their daily work productivity by first-hand observation of the day-to-day operations of the dispatch floor. The 911 Shift Supervisor is expected to act at a higher standard with the oversight and enforcement of County and Departmental Policies and Procedures.

Minimum Requirements:

- High school diploma or GED equivalent.
- Two and a half years' work experience in a 911-dispatch agency that dispatches for police, fire and EMS, or related work in the field of public safety communications as it relates to junior staff development.

Work Hours Required/Availability

- The position is a 12-hour shift position requiring evenings and overnights including holidays and weekends.
- Must be available for call-in 24 hours a day, 365 days a year.

Duties and Responsibilities:

The following list is not exhaustive It is intended to be a guide only as to the type of work required:

- Organize, plan, instruct and coordinate activities of assigned personnel.
- Ability to recognize potential disciplinary action, and report findings to the Director of 911.
- Assist with managing and updating the Computer Aided Dispatch software (CAD), assist with CAD Report generation.
- Accountable for effective administration for police, fire, and EMS radio communications.
- Provide assistance with training and relief at any dispatch position.
- Fill-in for Telecommunicators to cover open shifts and call-offs.
- Review dispatch operations to identify technical and operational training needs and recommend operational improvements.
- Identify and/or troubleshoot any computer, radio, and phone issues.
- Submit trouble tickets for maintenance/repair/deficiencies of equipment.
- Coordinate major incidents to ensure proper dispatches and notifications are made by priority; assist with call handling if necessary.
- Coordinate with Incident Command for possible deployment of County resources. This includes high call volume during environmental or multi-jurisdictional responses.
- Submit WebEOC reports and make proper notification including senior management as needed.
- Generate employee and visitor incident/injury reports.
- Control access at the Emergency Services complex by operating security gates and entrance doors via security cameras and allowing access of authorized personnel.

- Responsible for ensuring supplies and all required forms are stocked and available to departmental personnel.
- Assist with, implement, and maintain PSAP back-up plan to include deployment to the long-term backup facility.
- After hours, serve as the County EOC Watch Officer and point of contact for EMA Duty Officer
- Assist with updates of procedural materials and ensuring documentation is up to date.
- Train, evaluate, and mentor telecommunicators during probationary period and training program.
- Participate in the training of new call takers/dispatchers.
- Communicate with senior management to brief them on important incidents occurring during the shift.
- Recognize, report, and recommend debrief counseling following stressful situations handled by employees.
- Conduct tours of the Emergency Operations Center.
- Represents the County with dignity, integrity, and spirit of cooperation in all relationships with staff and public.
- All other duties as assigned.

Knowledge, Skills and Abilities Required

- Sound knowledge of all emergency service agencies, communications consoles, radio receivers, transmitters, encoders, decoders, telephone equipment, recording equipment, MDC system, departmental e-mail. and any other equipment required in a modern public safety communications center. Knowledge of directives that advise who is contacted should a failure with one of the above-mentioned systems occur. Ability to exercise independent judgment in evaluating, prioritizing, and acting upon emergency and routine requests and the ability to handle several situations simultaneously.
- Effectively listening to, communicating with, and eliciting information from upset, emotional and irate individuals.
- Dealing successfully with a variety of individuals from various socioeconomic, ethnic, and cultural backgrounds over the telephone.
- Possess ability to interpret and understand geographic features and directional information.
- Working under pressure, exercising good judgment, and making sound and timely decisions in emergency and non-emergency situations.
- Ability to work and maintain composure during stressful and unpredictable situations with frequent interruptions (including during break times) to answer the phone and resolve issues on the dispatch floor, Emergency Services building, or any county facility.
- Maintain proficient and current skills as a 911 Floor Supervisor.
- Possess effective interpersonal communication methods and techniques, including conflict resolution and general mediation techniques.
- Ability to effectively communicate verbally and written (firmly, tactfully, courteously and with respect for the rights) with people at all levels inside and outside of the organization (i.e., coworkers, callers, other County personnel. law enforcement, emergency responders, etc.).
- Strong familiarity with Tyler-New World computer aided dispatch systems, Motorola dispatch consoles and Vesta call handling equipment a plus.
- Operational knowledge and primary troubleshooting abilities for: Digital Radio System: CAD: computer equipment and the telephone system to include the current Recorder and Public Alerting System.
- Knowledge of directives that advise who is to be contacted should a failure occur within the communications infrastructure.
- Ability to recall. identify, and categorize information for accurate record keeping.

- Must maintain a professional working relationship with staff, response agencies and other PSAPs.
- Must always maintain confidentiality.

Required Certifications to Maintain:

- Pennsylvania Call Taker/Dispatcher
- APCO PSTI Level One
- Susquehanna County Coll Taker/Dispatcher
- NCIC CLEAN / JNET Certification
- Emergency Medical Dispatch including CPR
- Hazmat R&I. ICS 100, and NIMS 700
- Additional Certifications as required.

Within 4-6 Month of Hire:

- Must acquire and once acquired, maintain CLEAN, CPR, ETC, PEMA and EMD/EFD/EPD /CTO certifications.

Physical Requirements:

- The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential
  functions of the job. Reasonable accommodations may be mode to enable individuals with disabilities to perform the essential functions,
- Mobility to work in a typical office setting and use standard office equipment; stamina to remain seated for extended periods of time; strength to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in person, over the telephone and over the radio.
- Work is performed in a high call volume emergency dispatch environment, where there is limited opportunity for physical movement and the dispatcher must remain alert and responsive while observing computer display screen for uninterrupted periods of time; may be subject to extended work periods without relief, periods of high call volume, and stressful situations.

Special Requirements:

- Successful candidate must pass the County required pre-employment background check that indicates there are no criminal convictions
- Successful candidate must pass the County required pre-employment drug screening with negative results
- Successful candidate must pass a hearing screening.
- Must meet and comply with Susquehanna County's Employment and Acceptable Use Policies.
- Must be able to handle confidential data, the disclosure of which is protected by law.

DISCLAIMER:

The above statements are intended to describe the general nature of and level of duties being performed by a person assigned to this position. They are not intended to be constructed as an exhaustive list of responsibilities, duties and skills required to perform this position**.**

I HAVE READ THE ABOVE POSITION DESCRIPTION AND FULLY UNDERSTAND THE REQUIREMENTS SET FORTH THEREIN. I HEREBY ACCEPT THE POSITION INFORMATION TECHNOLOGY TECHNICIAN AND AGREE TO ABIDE BY THE REQUIREMENTS AND DUTIES SET FORTH. I WILL PERFORM ALL DUTIES AND RESPONSIBILITIES TO THE BEST OF MY ABILITY.

Date: _____ _____

Signature Employee

Date: _____ _____

Signature Department Head

In compliance with the Americans with Disabilities Act, the Employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the Employer.