

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

COMMUNICATIONS SUPERVISOR

PURPOSE OF CLASSIFICATION

The purpose of this classification is to supervise activities of communications officers engaged in processing requests for emergency/non-emergency assistance and dispatching emergency medical, law enforcement, fire, or other agency resources. Duties and responsibilities include supervising and training employees, overseeing and monitoring dispatch activities, ensuring clear communications between communications officers and emergency units, overseeing operation of department computers and communications equipment, coordinating resolution of problems, performing administrative tasks, assisting with dispatch activities as needed, maintaining records, and performing additional tasks as assigned. Reports to Ambulance Service Director.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

Coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work in progress and inspects completed work; develops work schedules to ensure adequate coverage; consults with assigned staff, assists with complex/problem situations, and provides technical expertise.

Ensures compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures; ensures adherence to all communications procedures; initiates any actions necessary to correct deviations; communicates with Tennessee Department of EMS to assure compliance with state regulations and to implement regulatory changes.

Consults with supervisor and other officials to review communications operations/activities, review/resolve problems, receive advice/direction, and provide recommendations; ensures appropriate supervisory personnel are notified of problems/emergencies.

Coordinates unit work activities with other divisions/departments, law enforcement personnel, emergency medical personnel, emergency management agencies, outside agencies, or others as needed; coordinates special training for other departments or other agencies as needed.

Supervises communications activities; provides leadership to staff during emergency situations; monitors radio activity and staff response to incoming calls to ensure proper handling/processing; implements quality assurance activities; communicates new/revised information, policies, or procedures to staff members; assists staff in handling calls when needed; assumes control of calls involving major or potentially dangerous situations.

Provides insight/input relating to problem identification, measurement, and resolution; designs methodologies for and conducts assessments of problems and remedies; communicates with administrative staff to formulate resolutions to problems arising in areas of dispatch relating to patient care, information systems, public relations, and training.

Responds to questions or complaints related to communications activities and personnel; researches problems/complaints, reports findings to director, and initiates problem resolution.

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Performs administrative tasks; assists with development of departmental policies and procedures; develops work schedules to provide for twenty-four hour coverage; schedules special event assignments; processes timesheets and payroll documents; monitors overtime, vacation/sick time, and related records.

Prepares and administers budget for assigned area; monitors expenditures to ensure compliance with approved budget; prepares budget requests.

Develops long and short term plans, goals, and objectives for the assigned area; works with various planning agencies to maintain a realistic five-year plan for the direction of county emergency medical services.

Develops guidelines and systems for ensuring confidentiality of data used for quality assurance or research activities.

Conducts research and development activities relating to implementation of new products, programs, and technologies.

Coordinates training activities for all employees; coordinates all aspects of initial training, in-service training, continuing education, cross-training, specialized training, and career development training of staff; trains new employees in procedures for dispatching, radio communications, EMS systems, notification of proper personnel, first responder, operation of communications equipment, documentation of calls, and related tasks; develops or reviews training materials; monitors and evaluates performance of new employees; maintains training records.

Provides expertise relating to computer aided dispatch (CAD) systems; provides correlation and analysis of data for audits and research projects; conducts analysis of computer systems; coordinates design and implementation of solutions to problems; assists with coordination, evaluation, and any necessary re-design of dispatch information systems.

Supervises operation of CAD systems and other equipment utilized by communications personnel; ensures security, confidentiality, and integrity of information maintained in computer systems; troubleshoots problems involving computer systems, terminals, and related hardware.

Supervises and assists with operation of communications equipment, multi-telephone lines, and computers associated with police, fire, E-911, and emergency medical communications, which may include telephone equipment, radio communications equipment, audio recorder, TTY/TDD machine, alarm panels, security monitors, weather computer, general office equipment, or other equipment/systems.

Supervises and assists in receiving, screening, processing, and monitoring emergency 911 calls and non-emergency calls from the public and other police/public safety agencies by radio and telephone; evaluates, categorizes, and prioritizes calls; determines proper zone/jurisdiction of request; refers callers to other agencies as appropriate; receives routine calls for the department and records messages for department personnel.

Dispatches appropriate agency personnel to incident locations; determines nature of emergency, location of incident, number of units needed, and nearest available units; dispatches law enforcement units, ambulances, fire fighters, wreckers, special operation units or other agencies as appropriate.

Maintains communications with all parties involved in emergency situations; monitors status/location of officers and emergency units; assists emergency personnel in locating addresses; conveys information between callers and emergency personnel, general public, public safety agencies, hospitals, utilities, businesses, alarm companies, department personnel, or other individuals/agencies; provides pre-arrival medical instructions per established guidelines; traces hang-up calls to initiate emergency response; responds to requests from officers for backup, emergency units, information, or other assistance.

Coordinates communications between various emergency agencies during disasters, major accidents, hazardous materials incidents, or other major emergency situations; notifies Emergency Management Agency, specialized law enforcement units/teams, local hospitals, or other emergency personnel of emergency situations

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Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, database, spreadsheet, computer-aided dispatch (CAD), or other software programs; performs basic maintenance of computer systems, communications equipment, and general office equipment; inspects equipment for proper operations; monitors equipment alarms to identify problems; performs daily backups of computer data; clears paper jams and replaces audio tapes, paper, ink or toner; coordinates service/repair activities as needed.

Oversees operation and maintenance of the 911 digital logging recorder; oversees maintenance of all communications recordings of incoming/outgoing radio/telephone traffic; provides tapes, subpoenas, or other records to department managers, police officers, District Attorney, or other officials requiring copies of taped materials; records monthly/yearly statistics; ensures compliance with guidelines governing release of information and confidentiality of patient information.

Maintains logs, computer records, and hard-copy records of calls, work activities, activities of dispatched units, and related information; enters call details into computer-aided dispatch (CAD) system; prepares complaint cards to record calls of a significant nature; maintains daily logs of shift events/activities; maintains current maps, bulletins, telephone lists, directories, procedures, and other reference materials; maintains electronic and written records of businesses and County residents that own and operate AED (automated external defibrillator) devices; maintains records from medical agencies concerning patients with special equipment (i.e. apnea/bradycardia monitors); shreds/destroys sensitive documents as directed.

Schedules and maintains test records and applications of potential employees; maintains records from medical agencies

Exchanges pertinent information with department personnel, other departments, and outside agencies; distributes incoming information/documentation to appropriate personnel; monitors incoming faxes and teletypes; provides information/documentation to other departments and outside agencies as requested.

Monitors radio traffic of other departments, state emergency medical frequency, and other law enforcement, emergency, and non-emergency agencies to respond to radio calls and to maintain an awareness of activities.

Monitors internet for weather updates; provides emergency notification of severe weather to appropriate personnel.

Responds to medical alarms of home health care agencies; communicates with alarm companies; coordinates exchange of information between police officers, alarm companies, and key holders or contact persons.

Prepares or completes various forms, reports, correspondence, schedules, purchase requisitions, budget documents, performance appraisals, logs, lists, or other documents.

Receives various forms, reports, correspondence, budget reports, timesheets, logs, lists, training materials, policies, procedures, local/jurisdictional maps, street guides, directories, reference materials, emergency medical forms, patient history reports, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Maintains file system of department records and documentation.

Monitors inventory levels of department forms and supplies; ensures availability of adequate materials to conduct work activities; initiates orders for new/replacement items as needed.

Communicates effectively and coherently over radio channels while initiating and responding to radio communications.

Communicates with supervisor, employees, other departments, callers, law enforcement personnel, fire personnel, emergency medical personnel, medical professionals, medical facilities, federal/state/local public safety agencies, court officials, utility companies, wrecker services, social service agencies, government agencies, other jurisdictions, the media, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.

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Promotes positive public relations; provides education to the public regarding issues such as public health, life safety, drug/alcohol abuse, first aid, CPR, or emergency care; provides tours of ambulances and stations; provides tours of Communications Center.

Responds to questions or complaints related to department operations; provides information and assistance related to department services, classes, procedures, forms, or other issues; researches problems and initiates problem resolution.

Maintains confidentiality of departmental documentation and issues.

Maintains current knowledge of applicable laws, regulations, policies, and procedures; maintains an awareness of new procedures, trends, and advances in the profession; reads professional literature; maintains professional affiliations; participates in continuing education activities; attends seminars, workshops, and training sessions as appropriate.

ADDITIONAL FUNCTIONS

Performs general/clerical tasks, which may include making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail; performs basic cleaning/housekeeping tasks associated with maintaining office and work areas.

Maintains all cell phone and pager contracts.

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by vocational/technical training in emergency medical dispatching, public safety dispatching, and radio communications; supplemented by three (3) years previous experience and/or training that includes progressively responsible emergency medical dispatching, public safety dispatching, radio communications, personal computer operations, and supervision; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. EMT or Paramedic License preferred. Must possess and maintain valid Emergency Medical Dispatcher certification, Tennessee State approved Basic Telecommunicator Certification, Emergency Medical Dispatcher Instructor Certification, 911 Operator certification, and CPR/First Aid Certification .

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE/ PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Estimated Total Hours: 1 **Maximum Continuous Time:** 15 minutes

2. SITTING

Estimated Total Hours: 12 **Maximum Continuous Time:** 12

3. LIFTING/CARRYING

Objects: More frequent in the first quarter of the year

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs		X			
11-25 lbs					X
26-50 lbs					X
51-75 lbs					X
76-100 lbs					X
>100 lbs					X

4. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise	X	
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	<u>100</u> % of time
Outside	<u>0</u> % of time

5. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting		X
Sweeping/Mopping		X
General Cleaning	X	
Handling Trash	X	

6. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		
Grasp	X		
Fine Motor i.e: writing, twisting hands or wrist, etc	X		

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Rutherford County, Tennessee, is an Equal Opportunity Employer. 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 employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Date

Date