

## FULTON COUNTY

### Job Description

**Job Title:** 9-1-1 Coordinator/Supervisor  
**Department:** EMA/911  
**Reports to:** EMA\9-1-1 Director  
**Salary Level:** S2  
**Hours Per Week:**  
**Preparation Date:** 2024

**SUMMARY:** The 9-1-1 Coordinator/Supervisor is responsible for managing the overall operations of the 911 emergency communications center. Will work directly with the EMA\911 Director for the development of policy, training and procedures for the staff and general 911 operations.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Supervises the activities of all telecommunication staff for the 911 center, providing decision-making, direction, and control, and handling other duties as assigned by the Director.
2. The person in this position must have completed all training and requirements as required for a Telecommunicator and will continue to keep those requirements current.
3. Assist in interviewing and decision making of new hires for the position of Telecommunicator.
4. Assists the director with maintaining staff training records.
5. Will review the schedule developed by the Lead Telecommunicators, prior to review by the Director for finalization.
6. Responsible for training materials for the certification of the Telecommunicators, ensuring that the meet all training deadlines and recertification timelines.
7. Responsible for all Quality Assurance\Quality Improvement reports as required by PEMA. This includes utilizing the AQUA software and audio recordings of the sampled 911 calls, prepare the reviews, and provide feedback to Telecommunicators.
8. Will attend trainings/conferences as needed for continued development in the position.
9. Will attend Regional 911 meetings as needed with or in the absence of the Director.
10. Must obtain and maintain PEMA 911 Supervisor and Coordinator requirements.
11. Will become an assistant TAC officer for the CLEAN terminal.
12. Fills in as a Telecommunicator as needed to assist with schedule coverage.
13. Other duties assigned by the Director.

#### SUPERVISORY RESPONSIBILITIES:

This position co-supervises all Telecommunicators with the Director.

**EDUCATION AND/OR EXPERIENCE:**

Completion of a high school diploma. Must have the experience, training and certification of a Telecommunicator for a minimum of 3 years. Must have a valid PA driver's license to be able to travel to meetings and trainings.

**SKILLS REQUIRED:**

- ~Excellent writing skills including precision in spelling and grammar.
- ~High degree of proficiency in the use of computers to manage data including but not limited to: spreadsheet (Microsoft Excel) and word processing (Microsoft Word) software, and the creation and manipulation of pdf files.
- ~Ability to organize information in a logical fashion and to present information clearly both in writing and orally.
- ~Demonstrated typing speed of at least 25 wpm.
- ~Excellent organizational skills required.
- ~High level of personal initiative in wanting to improve Fulton County 911 Communications Center.
- ~Knowledge of business management principals, strategic planning, resource allocation, human resources modeling, leadership techniques and coordination of people and resources.
- ~Ability to work non-standard hours, be on call, coordinate and ensure services are operational on a continuous basis (24X7) and travel as necessary.
- ~Ability to operate a variety of office including, computer, telephone etc.
- ~Proficient use of Microsoft Office Programs or equal equivalent and be able to demonstrate same.
- ~Ability to operate a variety of radio and other communications equipment.
- ~Ability to assign, supervise and review the work of others.
- ~Ability to make recommendations regarding the selection, training and potential discipline for employees.
- ~Ability to make prompt, accurate decisions during emergency situations.
- ~Ability to react calmly and secure essential information when dealing with excited persons.
- ~Ability to simultaneously handle multiple calls/tasks.
- \*This is not a comprehensive list of responsibilities, but rather an indication of some of the key concepts that must be achieved.

**SKILLS PREFERRED:**

- ~Knowledge of principals and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- ~Knowledge of laws, legal codes, government regulation, agency rules as relating to PEMA 911 and FCC.

**REQUIRED LICENSES/CERTIFICATIONS/CLEARANCES:**

Must successfully hold all qualifications / certifications for the standard Tele-communicator position job description.

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

An employee in this class must be able to communicate, sit, stand, walk, reach, and twist frequently. Employee must be able to sit for extended periods of time wearing a telephone headset while using computer equipment.

Employee must be able to pull, push, kneel, and squat occasionally. Lifting to 10 pounds could be performed frequently and lifting to 50 pounds may be required on occasion.

An employee in this class will spend most of their time looking at computer screens and typing with a computer keyboard or using a computer mouse. Repetitive activity with your hands and fingers will occur daily.

Ability to work effectively in an office environment, individual may also have to work in adverse weather conditions for scene response, coordination and damage assessment. Proper safety attire must be worn to include proper footwear as you could be exposed to environmental hazards while collecting photos and data for reporting to the proper agencies.

Fulton County 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 employees and incumbents to discuss potential accommodations with the employer.