

# Northumberland County Department of Public Safety

## 9-1-1 Communications Quality Assurance / Training Officer

**Job Description Job Title: 9-1-1 Quality Assurance and Training Officer**

**Salary: \$35,000 to \$38,000 Annually**

9-1-1 Communications Reports To: **9-1-1 Coordinator**

FLSA Status: **Non-Exempt Approved**

Date: **November 1, 2022**

### **Purpose of Position:**

Under the general supervision of the Director, this position assists the Coordinator with the administration, planning, coordination and operation of the Northumberland County 9-1-1 Dispatch Center and Emergency Operations Center. The following essential duties, responsibilities and qualifications include, but are not limited to those stated and may include additional responsibilities as assigned by the Director

The work is performed under the direction of the Public Safety Director or his/her designee.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Completes protocol case review and quality improvement reports for the County 911 Center;
- Coordinates and conducts random and special case reviews to measure protocol compliance;
- Supports employees to implement on-the-job best public safety practices in responding to and handling emergency calls applying the International Academies of Emergency Medical and Emergency Fire Dispatch Priority Systems protocols and agency policies and procedures;
- Reviews audio recording of 911 calls and prepares reviews and documentation;
- Coaches and provides feedback to personnel on case reviews and quality improvement reports;
- Facilitates the EMD/EFD certification and recertification process;
- Develops and conducts continuing dispatch education training;
- Maintains required quality improvement and continuing education files, records, and tracking logs;
- Prepares and disseminates employee quality improvement reports;
- Provides benchmark assessments to inform telecommunicators of their standing,
- Conducts quality assurance review investigations and compiles findings and recommendations;
- Participates and serves on the Quality Improvement Unit (QIU) and attends meetings for Quality Assurance;
- Assists in the development of policy directives, procedures, and performance goals;
- Identifies trends in performance and alerts management to the need for training or changes;
- Fills in as public safety telecommunicator as needed.
- Collaborates with the 911 coordinator in the review, development, maintenance, and

- implementation of public safety telecommunicators training standards and materials;
- Reviews Daily Observation Report formats, benchmarks, and evaluation guidelines for adherence to protocol and procedures;
  - Assists with instruction and training of new public safety telecommunicators;
  - Performs other related job duties as assigned. Or other duties as assigned by the 911 Coordinator or Public Safety Director

An employee in this position may be called upon to do any of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform.

To perform this job successfully, an individual must be able to perform each function satisfactorily.

1. Assist in developing and maintaining policies and procedures that comply with State and Federal regulations to ensure quality services are provided in an efficient and timely manner from emergency service providers.
2. Assure that policies and procedures are adhered to by departmental employees.
3. Assists the Director with hiring, training, supervision and discipline of Northumberland County Dispatch personnel. Evaluates Dispatch staffing levels and makes recommendations for staffing changes as needed.
4. Ensure all 9-1-1 Dispatchers are certified and maintain their certification as outlined by State and department requirements and departmental policies.
5. Assists Coordinator with reviewing, investigating, responding to, and taking corrective action regarding complaints and questions of authority.
6. Reviews calls for Quality Assurance purposes by request or discretion of the Director or 9-1-1 Coordinator.
7. May at times perform the duties of an Emergency Telecommunicator in the Northumberland County 9-1-1 Dispatch Center.
8. Attends various regular meetings including 9-1-1 Advisory Board, Fire Chief's Association, LEPC/LE and others as assigned by the Director
9. Assist in maintaining compliance with all applicable Local, State, and Federal government laws, ordinances, and regulations as they apply to Emergency Management and 9-1-1 Dispatch
10. Attends training as required by the Pennsylvania Emergency Management Agency and Federal Government relating to Emergency Management and 9-1-1 Dispatch. Overnight travel will be required
11. Assist in preparing Pre-Event Emergency Response Plans for special events when requested by event coordinators or first responders
12. May assume the role and responsibilities of a Shift Leader and/or 9-1-1 Center Coordinator in his/her absence.

**Special Qualifications (May be required depending on area of assignment):**

- Current Pennsylvania Driver's License or Pennsylvania Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special emergency, and/or disaster situations.

- Rotating shift, weekend, holiday, and overtime schedules if required.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner.
- Other knowledge, skills, abilities, and credentials required for a specific position

**Knowledge, Skills and Abilities:**

- Knowledge of automated office equipment, practices, and procedures;
- Knowledge of basic radio equipment operations and procedures (receiving and transmitting) of a P-25 system.
- Knowledge of basic telephone equipment operations and procedures;
- Knowledge of public safety software applications;
- Knowledge of County geography, corporate areas, roadway networks, locations of important attractions, major buildings, subdivisions, and hospitals;
- Knowledge of Health Insurance Portability and Accountability Act (HIPPA) and the rules and regulations pertinent to area of assignment;
- Knowledge of police, fire, and medical terminology, grammar, spelling, and math;
- Knowledge of recordkeeping practices and procedures;
- Skill in the application of quality customer service;
- Skill in the operation of automated office equipment;
- Ability to apply basic computer applications;
- Ability to distinguish varied pitches of bells, signals, and tones and different colors;
- Ability to hear through a headset while positioned at a work station for an extended period of time.
- 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;
- Ability to provide information correctly and concisely, both orally and in writing;
- Ability to type with reasonable speed and accuracy.

**Minimum Qualifications:**

Associates Degree in emergency response related field and three years emergency response management experience, or any combination of education and experience that provides equivalent knowledge, skills and abilities.

**The following certifications/training must be obtained.**

- CLEAN and NCIC Scope Certification \*
- APCO or acceptable program. \*
- Certified as APCO CTO Trainer
- ICS 100, 200, 300, 700
- Hazmat Awareness (Minimum) \*
- BLS Provider CPR \*
- Familiarity with the dispatch center the county and related software/equipment

Experience:

- Three years as a 911 telecommunicator III

Work Location:

Sunbury, Pennsylvania

**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

Outcome-oriented -- results-focused with strong performance culture

- People-oriented -- supportive and fairness-focused
- Team-oriented -- cooperative and collaborative

Schedule:

- Full-Time: Monday 8AM to 4:00PM Tuesday to Friday, 8AM to 3:30PM with a 1-hour lunch. 66 hours bi-weekly.
- Schedule maybe adjusted to meet the needs of the department during scheduled events, disasters or during activations of the emergency operations center.
- May perform other duties as assigned,

Work Remotely:

- No

**WORKING CONDITIONS**

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.

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