

9-1-1 SUPERVISOR

The following class specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

DEPARTMENT: 9-1-1 Center**REPORTS TO:** 9-1-1 Manager**CLASS SUMMARY**

Supervisor a squad of employees and oversees operations of a shift.

DISTINGUISHING CHARACTERISTICS

The 9-1-1Supervisor is the second level of a three level telecommunicator series. The 9-1-1Supervisor is distinguished from the Telecommunicator by its full supervisory authority for a squad, or its responsibility for administering the department training program, or its responsibility for performing specialized services in maintaining 911 maps and databases. The 9-1-1Supervisor is distinguished from the 9-1-1 Manager who has full management authority for daily operations of the center.

TYPICAL CLASS ESSENTIAL DUTIES

- Supervises two or more full-time employees to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; and making hiring, termination, and disciplinary recommendations.
- Approves/denies leave requests, ensuring staff coverage.
- Oversees squad daily operations, monitoring calls and providing technical guidance.
- Oversees the operation and maintenance of equipment to include troubleshooting equipment.
- Ensures adequate staffing to include delegating rotational on-call among eligible employees and updating on-call lists.
- Enters calls for each agency when the CAD system is not functioning.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations.

POSITION SPECIFIC DUTIES

None

KNOWLEDGE AND SKILLS

Knowledge of:

- Emergency dispatch procedures;
- Geography of county and municipalities served;
- Computer database systems;
- Telephone database systems;
- Basic math;
- County and municipal emergency agencies and services.

Skill in:

- Using computers and applicable software;
- Using various office equipment;
- Using radio dispatch equipment;
- Using multi-line telephone systems;
- Reading and editing maps;
- Remaining calm during stressful situations;
- Writing reports;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

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TRAINING AND EXPERIENCE

High School Diploma or General Equivalency Diploma (GED) and three years of 911 telecommunicator experience; or an equivalent combination of training and experience sufficient to successfully perform the essential duties of the specific position as listed above.

LICENSING/CERTIFICATION

Must have or be able to obtain the following certifications:

- Division/Criminal Information (DCI) Certification, within 6 months of employment;
- Emergency Medical Dispatch (EMD) Certification, within 1 year of employment (not applicable to addressing specialist);
- CPR certification, within 1 year of employment (not applicable to addressing specialist);
- Certification as a justice officer through the NC Sheriff's Education & Training Standards Commission, within 1 year of employment.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

Typically requires fingering, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

GENERAL INFORMATION

FLSA Status: Non-exempt

Class Spec Established/Revised: E11/99; R7/01; R10/02; R6/04; R1/05; R08/09