

SHERIFF'S OFFICE EMERGENCY DISPATCH COORDINATOR

Class Code: 3129

EEO Code: B

FLSA: E

Pay Range: 217

MAJOR FUNCTION

Responsible technical and management work overseeing the daily operations of the VCSO secondary PSAP communications center.

ILLUSTRATIVE DUTIES

(NOTE: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Works in the Support Services Division for the Communications Section Captain to oversee the day-to-day operation of the Sheriff's Office secondary PSAP and the delivery of fire/EMS dispatching in compliance with contracted services to internal and external customers.

Serves as the point of contact on fire/EMS protocol issues; updates directives and procedure manuals; ensures compliance with industry standards; prepares reports and studies as directed; confers on fire/EMS equipment related matters.

Works in conjunction with the Communications Center Lieutenant to coordinate operations between central VCSO Communications Center and secondary PSAP Center. Coordinates training, scheduling, and evaluation of designated employees. Sits on selection board for new employees.

Investigates complaints on service; makes report to Captain. Prepares correspondence as required.

May oversee the Central Communications Center in the absence of the Communications Captain and Lieutenant.

Performs related work as directed.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of industry standards for fire/EMS protocols. Knowledge of governing federal and State laws and ordinances relating to field of expertise. Knowledge of applicable Federal Communications Commission rules and regulations. Knowledge of the various emergency support systems for all supporting agencies, with particular reference to continuity of operation when normal systems fail.

Knowledge of management principles of E911 Communication Centers. Knowledge of the principles of organization and administration. Knowledge of emergency communication systems

operation, response configurations, etc. Knowledge of Volusia County geography, road networks and location of fire stations. Knowledge of basic principle and practices of supervisory practices.

Ability to use and operate current communications equipment and procedures. Ability to assign, instruct, and review the work of subordinates, obtain information through interview, interrogation, and observation. Ability to remember names, locations and details of incidents. Ability to understand and execute difficult oral and written directions. Ability to deal courteously and effectively with the public.

Ability to interact professional with supervisors, subordinates, and outside agencies. Ability to supervise and manage employees. Ability to coordinate projects and activities. Ability to develop and implement effective training to employees. Ability to analyze problems and recommend solutions. Ability to communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS

Bachelor's degree in Business Administration, Political Science, Public Administration, or a related field, and two (2) years administrative experience.

Possession of an EMD certification.

A comparable amount of education, training and experience may substitute for the minimum qualifications.

ADA Requirements

Physical Demands: Sedentary work. Ability to see, hear, talk, sit, reach, grasp; finger dexterity. Ability to tolerate long-term sitting and use of CRT screen.

Environmental Demands: Inside work. Ability to tolerate confined, closed space.

Mental Demands: Ability to read and comprehend technical and professional journals, manuals, procedures and instructions; maps, layouts, memos, summaries, reports and evaluations. Ability to perform basic mathematical functions. Ability to write compound sentences relaying information, data and details such as in evaluations, memos, summaries and reports. Ability to speak clearly and concisely to layman; public/extemporaneous speaking.

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