

TELECOMMUNICATIONS COORDINATOR

Class Code: 3128

EEO Code: E

FLSA: NE

Pay Range: 120

MAJOR FUNCTION

Responsible technical work in a centralized communications center assigned to one or more of the following responsibilities: technical manager or operations manager.

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.)

Technical Manager

Coordinates with the contacts for each of the contracted agencies to ensure proper procedures are implemented and followed. Follows up and troubleshoots any complaints and/or questions with the contracted agencies and those related to the dispatching of units and resources for emergency calls.

Maintains program to correct CAD geo-file street problems and addition of new streets; builds street index file and creates a CAD geo-file. Adjusts geographical boundaries as necessary to keep up with annexations, new fire stations, etc. The changes are added to the CAD geo-file for dispatching.

Maintains all agency runcards to make sure that the CAD recommends the appropriate types and amount of units. Maintains all other appropriate CAD maintenance files; i.e. trucks file, stations file, personnel file, etc. Makes sure CAD recommendations for ambulance response is correct.

Develops, revises and implements written procedures and protocols for communication procedures. Maintains close working relationship with the System Status Manager so dispatch can stay in compliance with system status program and communicating new procedures to the shift supervisors.

Operations Manager

Manages the day-to-day operations of the emergency communications center, the shift supervisors and telecommunicators. Ensures that calls for service in multiple jurisdictions are answered and proper response is sent for each call. Plans, organizes, coordinates and schedules work hours to provide proper coverage for shifts and ensures that all calls are dispatched within the contracted time frame.

Coordinates the use of personal leave hours and time trades to ensure proper coverage for shifts. Verifies payroll.

Coordinates and monitors requests for recording and CAD information requests. Develops, maintains, evaluates and monitors documentation and procedural standards relating to all communication center day to day operations. Reports and/or follows up on all CAD/radio/telephone equipment issues/problems including communications equipment.

Assists in budget planning, analysis, evaluation and monitoring responsibilities for dispatch operations. Analyzes operations and prepares reports as required. Participates in disaster

planning.

May act as the activity manager in his/her absence.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of rules and regulations of the public safety department, and governing federal and State laws and ordinances. Knowledge of applicable Federal Communications Commission rules and regulations.

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Knowledge of the various emergency support systems for all supporting agencies, with particular reference to continuity of operation when normal systems fail. Working knowledge of the physical and social characteristics of the area and of criminal and civil law, with particular reference to their impact on communications.

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

Graduation from high school or possession of a GED and one year experience as a Telecommunicator Supervisor with Volusia County.

EMS/Fire positions must maintain current EMD, EMT and CPR certifications.

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

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. New 10/03