

NEW CASTLE COUNTY GOVERNMENT

Number 1071

CLASS SPECIFICATION

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Date 05/01/03

Title: EMERGENCY CALL OPERATOR COORDINATOR

Approved:



GENERAL STATEMENT OF DUTIES: Coordinates and oversees a platoon of Emergency Call Operators, operates the enhanced 9-1-1 telephone emergency answering service, and records necessary information into a computer system; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class coordinates and oversees the decisions and work activities of a platoon of Emergency Call Operators in receiving and processing emergency incident information. This employee utilizes the enhanced 9-1-1 computer system, associated terminals and printers, other computerized information systems, and serves as liaison with the fire/medical communication section, police communications section and other public safety agencies. Responsibilities include ensuring the correctness and accuracy of the work of assigned staff, training staff members, and ensuring that technical equipment is fully maintained and operative during the shift. Work is performed under the direction of a designated supervisor.

EXAMPLES OF WORK: (Illustrative only)

- Coordinates call-taking staff and related activities on an assigned shift and makes work assignments;
- Prepares duty schedules and maintains attendance and personnel records;
- Monitors and evaluates personnel performance and conducts performance appraisal discussions;
- Ensures that work is performed in accordance with regulations and required procedures;
- Reviews operating procedures, reference materials, maps, directories, emergency and disaster plans, training information, and other information with personnel on assigned shift;
- Keeps records and prepares a variety of forms, logs, and reports;
- Ensures that all technical equipment is maintained in on-line status during work shift;
- Researches origins of calls and initiates call back to disconnected calls using the enhanced 9-1-1 system;
- Performs inspections for quality control purposes;
- Conducts scheduled and unscheduled tours of the communications center facilities;
- Reviews input to and output from the computer-aided dispatch system for inclusion in the management reporting system;

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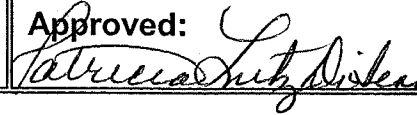
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Date 05/01/03

CLASS SPECIFICATION

Title: EMERGENCY CALL OPERATOR COORDINATOR

Approved:



- Performs the duties of an Emergency Call Operator when not performing coordinating duties;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a data processing terminal, personal computer, and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of the operation of an answering service under stress with accuracy; good knowledge of the geography, streets, roads, and highway systems of the County; good knowledge of public safety services; alertness and skill in determining the nature and magnitude of emergencies; good speaking voice; ability to communicate courteously and effectively, both verbally and in writing; ability to exercise sound judgement and to carry out functions effectively under stressful conditions; ability to develop effective working relationships with others; courtesy and tact in dealing with the public; ability to lead other workers and to direct them in emergency situations; ability to type or key data in a computer; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least three years of progressively responsible experience in public safety communications to include at least one year experience as an Emergency Call Operator with New Castle County Government and completion of a standard high school course or GED certificate program; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

ADDITIONAL REQUIREMENTS: Successful completion of a background investigation, including a security check; ability to pass a security check; successful completion of a psychological examination.

HISTORY OF REVISIONS:

Established: 07/18/95
Revised: 11/01/98
Revised: 05/01/03