

MAJOR FUNCTION

This is specialized technical and supervisory work in developing, organizing, and implementing an effective Emergency Dispatch Quality Assurance Program in pursuant with applicable standards and requirements and in accordance with agency policies and procedures. Work is performed under the supervision of the Deputy Director of Administration/Administrative Deputy Director. Work is evaluated through conferences, observations, written reports, and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Manages the EMD, Fire, and Law Quality Assurance (QA) program and isolates performance trends. Reviews random case reviews of 9-1-1 calls according to the National Academy of Emergency Dispatch QA protocols; follows Emergency Medical Dispatch (EMD) QA and Emergency Fire Dispatch (EFD) QA protocols. Reviews the reports with the call takers. Tracks QA data and findings, and develops CDEs (need to spell out acronyms) and remedial training when needed. Organizes, files and appropriately distributes all QA data, findings, and recommendations. Protects the privacy of all Communications Center information in accordance with the agency's privacy policies, procedures, and practices, as required by federal and state law. Analyzes collected data, identifies and documents discrepancies with QA compliance criteria and directives. Assists in resolving QA deficiencies through the recommended performance improvement activities. Monitors compliance with QA and accreditation matters and/or standards, ensuring that non-compliance issues are resolved. Develops valid and reliable criteria reflecting QA requirements and accreditation standards. Acts as a liaison between the Consolidated Dispatch Agency and the Medical Director. Ensures that the Medical Director approves and signs new protocol releases. Recommends the hire, transfer, advancement, grievance resolution or discharge of subordinate personnel. Conducts performance evaluations and recommends the approval or disapproval of merit increases. Performs related work as required.

Other Important Duties

Performs related duties as assigned.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Knowledge of rules, regulations, procedures for public safety dispatching. Knowledge of the methods and procedures of operating radio transmitting and receiving equipment. Knowledge of the federal, state and county teletype computer systems. Ability to simultaneously perform multiple tasks as they pertain to the members assigned area under both stressful and non-stressful conditions. Ability to correctly and efficiently operate communications and criminal information related software, equipment and/or computers in accordance with state regulations and within established agency policies and procedures. Ability to accurately enter and/or retrieve information from various computer systems, including CJIS/NCIC/FCIC (if applicable) in a timely manner. Ability to organize, prioritize, schedule, and manage daily work activities, tasks and special assignments. Ability to effectively communicate orally, verbally and in writing with subordinates, coworkers, and supervisors, as well as the ability to process verbal information, physical cues and body language in order to effectively listen to individuals. Ability to identify and analyze problems and develop effective responses and solutions to resolve such problems. Ability to read, interpret and follow procedural and policy manuals.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certification and two years of experience as an emergency communications operator or one year of experience as an emergency communications operator and one year of experience as a law enforcement officer.

Necessary Special Requirements

At the time of appointment, must possess certification as a 9-1-1- Public Safety Telecommunicator, as defined by the State of Florida Department of Health, Bureau of Emergency Medical Services. At the time of appointment, must possess Quality Assurance certification in Emergency Medical Dispatch, Emergency Fire Dispatch and Emergency Police Dispatch and maintain certification as a condition of continued employment in the position. Must successfully pass ED-Q course work or possess an equivalent certification within one year of appointment.

Established: 02-14-13