

ROWAN COUNTY
HUMAN RESOURCES

JOB DESCRIPTION

Job Title : Telecommunications Shift Supervisor **Class:** Administrative Support
Department: Telecommunications **FLSA :** Non-exempt
Revised : March 2000

This job description supersedes any prior description for the Telecommunications Shift Supervisor classification.

GENERAL DESCRIPTION

Skilled work in receiving and transmitting signal, telephone, and radio alarms. Supervision is given to a shift of Telecommunicators. Work is reviewed through observation and frequent conferences with the Telecommunications Manager. Work requires independent judgement and initiative within established procedures.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Plans, directs, and supervises the work of dispatchers on assigned shift; assists in complex problems.

Assures that all incoming calls on an assigned shift are properly received and that necessary resources are properly dispatched.

Receives emergency calls and dispatches alarms to proper stations.

Serves as the primary representative of the Telecommunications Center on an assigned shift in communicating with the appropriate authorities of emergency-related organizations or other county and city agencies as necessary.

Operates a video data terminal to retrieve essential information which is relayed to operations personnel for the proper response to emergencies.

Supervises the maintenance of records.

Trains new telecommunicators.

OTHER JOB FUNCTIONS

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

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KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the types and use of emergency services equipment and ability to allocate equipment at incidents and stations to guarantee adequate protection and coverage of the County.

Knowledge of the Federal regulations applicable to two-way radio operation.

Ability to supervise the work of skilled subordinate dispatchers.

Ability to operate a two-way radio in order that information may be properly received and transmitted.

Ability to speak clearly and distinctly in transmitting complex information to responding emergency units using a two-way radio.

Ability to think clearly and act quickly in emergency situations.

Ability to effectively communicate with representatives of emergency related organizations or other departments as necessary.

Skill in the operation of a video data terminal.

Ability to know and identify locations within Rowan County.

Ability to establish and maintain good working relationships with other employees.

Must be NC Department of Criminal Information (DCI) certified or have the ability to become certified within 120 days of employment and maintain certification during employment.

Must be NAEMD certified in Emergency Medical Dispatch or have the ability to become certified within six months of employment and maintain certification during employment.

PHYSICAL REQUIREMENTS

Work is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs or less. Work includes extended periods of time viewing a computer video monitor and operating a keyboard. Work may include operation of a motor vehicle.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

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MINIMUM EXPERIENCE AND TRAINING

Graduation from high school and three years of experience in the dispatching of emergency-related equipment and resources.

**This job description does not create an employment contract,
implied or otherwise.**