

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : 911 Captain
Department: Telecommunications
Revised : July 2021

Class : Administrative Support
FLSA : Non-exempt

This job description supersedes any prior description for the Telecommunications Captain classification.

GENERAL DESCRIPTION

Performs responsible supervisory work over assigned Telecommunicators in the Communication Center. Supervision is received from the Battalion Chief; work is reviewed through observation, and through periodic conferences.

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.)

Serves as the back-up to the Battalion Chief.

Plans and coordinates the operational and staff activities of the assigned Telecommunicators; provides input to Battalion Chief on staff schedules, and proper level of staffing.

Executes directions from Battalion Chief and observes regulations as described; uses discretion and independent judgment in formulating decisions, ensuring that all instructions are followed.

Meets with the Battalion Chief on a regular basis concerning any situations which affect the welfare of the department.

Receives telephone and radio calls for help; dispatches alarms to proper station and in cases of multiple alarms, transfers apparatus from one station to another to maintain balanced protection and coverage.

Recalls off-duty personnel to work at the direction of the Battalion Chief.

Records incidents and movement of apparatus; keeps records on each call, such as time received and movement of response apparatus; keeps records of conditions of streets and hydrants and informs station officers of all changes.

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

Notifies authorities of utilities and other emergency related organizations as necessary in the event of mutual-aid emergencies.

Assists in the entering and retrieval of call-related data through computer terminals necessary for statistical reporting to various agencies.

OTHER JOB FUNCTIONS

Performs related duties as required.

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

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of Federal regulations applicable to two-way radio operations.

Knowledge of the types and use of firefighting, medical, and law enforcement equipment and ability to allocate equipment to alarms to guarantee adequate protection and coverage of the County.

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 fire companies and law enforcement agencies using a two-way radio.

Ability to think clearly and act quickly in emergency situations.

Ability to keep standard and special clerical records.

Ability to know and identify locations within Rowan County.

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

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

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. Employee may be exposed to hazardous materials.

EXPOSURE CONTROL

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

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school and two years of experience in the dispatching of emergency-related equipment and resources to include one year with Rowan County Telecommunications and one year of supervisory experience. Must possess or ability to obtain EMD-Q within one year of employment. Must possess or ability to obtain PSAP Manager within 18 months of employment. 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. Must be IAED certified in Emergency Medical, Fire and Police Dispatch Protocols or have the ability to become certified within six months of employment and maintain certification during employment.

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