

JOB TITLE: EMERGENCY COMMUNICATIONS LEAD DISPATCHER

CHARACTERISTICS OF THE JOB

Under the general direction of the Deputy Director, provides supervision and oversight of Communication Dispatchers of the Illinois Quad Cities Communications Center (Center), serving East Moline, Milan, Moline, Silvis and other districts or municipalities with which the Center has contracted. The Supervisor is responsible for monitoring the adherence of emergency communication policies and procedures of the dispatch staff, communication and system needs, in day-to-day operations, to include scheduling, training, Quality Assurance (QA) needs, evaluation and general direction.

EXAMPLES OF DUTIES Other duties may be assigned.

Supervise the operation of Center to provide call taking and dispatching services for law enforcement, fire and emergency medical services (EMS).

Supervise, direct, evaluate, coach & counsel employees.

Prepares daily/weekly assignments and schedules, to ensure minimum staffing levels are met, and all employees are rotated throughout all call taking and dispatching positions.

Maintains staffing levels, ensures adequate staff coverage for the oncoming shift, approves time off, and keeps overtime to a minimum.

Assigns dispatcher breaks and lunches as staffing requirements allow.

Monitor training requirements of Emergency Communications Dispatchers and assist in completion of training programs, documents, and records, to ensure compliance with Center requirements, applicable laws and regulations and medical director's requirements.

Monitor and enforce policies, procedures for emergency communication operations and dispatchers.

Monitors and critiques operations during major incidents, such as structure fires, MABAS alarms, severe weather, robberies, hostage situations, pursuits, CCU calls, etc.

Monitors performance standards and provides documented input for performance evaluations, including performing live call reviews.

Maintains forms, logs, dispatch related information, incoming/outgoing teletype messages and reports, to include entry/second party check, modification, cancelation, and validation of LEADS records.

Reviews training reports and records as required.

Provide timely, accurate responses to requests for services and information.

Ensure that all organization activities and operations are carried out in compliance with local, state and federal regulations and laws and in conformance with policies and procedures.

Performs preliminary trouble shooting and maintenance of console equipment and workstation furniture. Contacts appropriate vendor for immediate repair and/or notifies the Deputy Director or IT staff of malfunctioning or inoperable equipment.

Monitor equipment and technology needs of the Center, and make recommendations toward future improvements.

Performs all functions of an Emergency Communications Dispatcher.

Performs QA Reviews.

Maintain confidentiality of information of dispatch staff and inform Deputy Director of sensitive situations which effect operations. Maintain highly confidential information and employee matters.

Conducts tours of the Center and relays information to the news media regarding emergency incidents, per Center policies.

REQUIREMENTS

Training and Experience

Five (5) years progressively responsible experience in emergency communications operations or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

The Shift Lead may be required to work any one of the three shifts, and have the ability to work overtime, varied shifts, holidays, and weekends.

Knowledge, Skills and Abilities

Thorough knowledge of acceptable practices and standards of police, fire and EMS operations; thorough knowledge of 911 systems, including NG911 and Text to 911, radio systems, including

P25, 800 MHz trunked, UHF and VHF, computer aided dispatch (CAD), and records management system (RMS); good knowledge of supervisory and leadership principles.

Skill in public, employee relations and in maintaining effective working relationships; skill in using Microsoft Outlook, Word, Excel, PowerPoint, and OneNote software; written and verbal communications; completing accurate operational information reports; instructing subordinates; and maintaining highly confidential and detailed records systems.

Ability to maintain absolute confidentiality of the materials and situations encountered on the job; develop, read, analyze and interpret documents such as regulations, instructions, procedure manuals, and schedules; respond effectively to sensitive inquiries or complaints; write reports; effectively present information and respond to questions from groups of officials, employees and the general public; define problems, collect data, establish facts and draw valid conclusions; identify and determine causes of problems or inefficiencies; and think and act appropriately and quickly in emergency situations.

Licenses, Certifications and Registrations

Valid LEADS certification. Valid Emergency Medical Dispatch (EMD) and CPR Certification. Valid Quality Assurance Certification. Valid Illinois driver’s license or equivalent.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing duties of this job, the employee is frequently required to sit for long periods of time, use hands and fingers to operate equipment and use clear speech and hear well. The employee is also required to quickly and accurately receive and process auditory information in an environment that includes various background noises such as telephones ringing, multiple frequency radio traffic, and general conversation. The employee is occasionally required to stand, walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The noise level in the work environment is usually moderate.

QComm911 Board Chair

Date