

NEW CASTLE COUNTY GOVERNMENT

Number 1190

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Date 01/01/04

CLASS SPECIFICATION

Title: EMERGENCY SERVICES TEAM LEADER

Approved:



GENERAL STATEMENT OF DUTIES: Performs a variety of responsible administrative, operational and technical work assisting emergency communications management in the coordination of the overall activities of the County's communications activities to ensure quality service in all areas to the citizens of New Castle County; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class assists in the daily activities of the emergency communications functions of the Police Department by performing responsible administrative, operational, and technical functions of a wide variety and scope in the communications area. This employee is required to be familiar with the emergency services aspects of the Police Department management in solving problems and issues related to the specific assignment. This employee works under general supervision of an Emergency Services Assistant Manager and/or Deputy Chief of Emergency Services with considerable independence of action to assist management.

EXAMPLES OF WORK: (Illustrative Only)

- Assists in coordinating activities relating to emergency communications;
- Assists in establishing and implementing policies and procedures for the provision of emergency communications throughout New Castle County;
- Attends meetings and reports on emergency communications activities as specified by management;
- Coordinates the inspection of departmental operating procedures, facilities, and performance to ensure compliance with established standards for established policies and procedures;
- Solves problems by developing innovative, creative, cost effective, and customer-friendly solutions;
- 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;
- Works with management on issues and responds to inquiries from a variety of individuals;
- Researches issues and questions and prepares an appropriate response;
- Interacts with other departments, divisions, and agencies concerning related issues;
- Provides assistance in developing and implementing policies and procedures;
- Attends meetings and provides support and administrative assistance when needed;

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CLASS SPECIFICATION

Title: EMERGENCY SERVICES TEAM LEADER

Approved:



- Presents information to outside groups;
- Supervises communications operations and subordinate staff;
- 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 operations, functions, and scope of authority of County government as related to the area of emergency communications; ability to coordinate reliable and accurate information; ability to supervise subordinates; ability to establish and maintain effective working relationships with coworkers, associates, government officials, agencies, private organizations, and the public and to promote an ongoing attitude of dedication to excellent customer service; ability to maintain confidentiality in all aspects of the work; ability to analyze complex data, draw valid conclusions, and make reliable recommendations; creativity; ability to communicate courteously and effectively, both verbally and in writing; ability to make effective presentations before groups; ability to pass a Class III physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least three years experience performing supervisory work, one year of which shall have been working with emergency communications operations at a supervisory level, and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration, public administration, or related field; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

HISTORY OF REVISIONS:

Established: 11/01/97
Revised: 05/01/01
Revised: 01/01/04