

# NEW CASTLE COUNTY GOVERNMENT

Number 1076

## CLASS SPECIFICATION

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Date 05/05/08

**Title:** FIRE/MEDICAL COMMUNICATIONS SUPERVISOR

**Approved:**

*Charlotte L. Howell*

**GENERAL STATEMENT OF DUTIES:** Directs and supervises a platoon of Emergency Call Operators and Fire/Medical Communications Specialists in the Fire/Emergency Medical Services section of the Emergency Communications Division; does related work as required.

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this class is considered a working supervisor and oversees the decisions and work activities of the platoon members in receiving and processing emergency incident information and in assigning and coordinating the proper fire and ambulance stations and required equipment to respond to the incidents. The employee utilizes a computer-aided dispatch (CAD) system computer, Enhanced 9-1-1 system computer, an Automatic Vehicle Locator computer system, a laser disc mapping system, various radio systems, and other computerized information systems such as the Delaware Emergency Reporting Information Network.

The employee serves as liaison with volunteer fire companies and must keep up with all required procedures of the various fire stations. The employee also serves as liaison with the County's Emergency Services Division and other public service agencies, including the Medical Center of Delaware, and, after appropriate training, may give instructions to callers as needed prior to the arrival of the ambulance. Responsibilities include ensuring the correctness and accuracy of the work of assigned staff, training staff members, ensuring that all technical and computer equipment is fully maintained and operative, preparing a variety of reports and statistical information, and working with the Enhanced 9-1-1 system to research the origin of calls and initiate call-back on disconnected calls as needed. Responsibilities also include coordinating, maintaining, and disseminating a wide variety of logistical support information and operating a mobile communications unit as needed. The employee will be required to take training courses pertaining to the work. Work is performed under the general supervision of the Emergency Services Team Leader or other designated supervisor.

**EXAMPLES OF WORK:** (Illustrative Only)

- Oversees the receipt, triaging, and dispatching of the appropriate response to emergency incidents;
- Supervises call-taking and dispatching staff and activities on an assigned shift and makes work assignments;
- Prepares duty schedules and maintains attendance and personnel records;
- Ensures that work is performed in accordance with regulations and required procedures;
- Monitors and evaluates personnel performance and conducts performance appraisal discussions;
- Keeps records on incidents and statistics and prepares a variety of forms, logs, and reports concerning the work;
- Ensures that all computer equipment, associated terminals and printers, radios and other technical equipment is fully operative and maintained and arranges for outside repair as needed;
- Researches origin of calls and initiates call back to disconnected calls using the Enhanced 9-1-1 system;

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- Prepares, maintains and reviews with assigned staff operating procedures, reference materials, maps, directories, emergency and disaster plans, training information, and other work-related information;
- Re-tapes tracts from 24-hour logging tape for investigations, critiques and training;
- Conducts scheduled and unscheduled tours of Communications Center facilities;
- Updates supplemental information such as premise history and provides information on special hazards to field units;
- Utilizes the Automatic Vehicle Locator to determine the location of vehicles and the closest available unit to dispatch to an incident;
- Utilizes the laser disc computer mapping system as an aid in determining the exact location of an incident;
- Performs the duties of a Fire/Medical Communications Specialist or Emergency Call Operator when not performing supervisory duties;
- Updates and maintains mercantile files, fire station apparatus files, premise history information, protocols, procedures, reference books, and other work-related information;
- Stays abreast of all procedures and protocols of individual fire companies and other related agencies;
- Works with the Department of Land Use to develop and assign street addresses to new housing and inputs this information into the computer system;
- Notifies news media of mass emergency information such as sudden chemical releases and provides list of fire incidents for daily newspapers;
- Works with the Delaware Emergency Reporting Information Network to obtain information on hazardous materials and transmits information to the field as necessary;
- 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.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Thorough knowledge of street and highway systems in New Castle County; good knowledge of Federal and State regulations governing radio transmissions; thorough knowledge of public safety services; ability to determine nature and magnitude of emergencies; ability to communicate courteously and effectively, both verbally and in writing; ability to work with computer systems and related equipment, multiple telephone lines, and radios; ability to exercise sound judgment and to carry out functions effectively under stressful conditions; ability to develop effective working relationships with others; ability to type at a reasonable rate of speed; ability to supervise and direct others in emergency situations.

**MINIMUM QUALIFICATIONS:** At least three years experience in fire/emergency medical communications to include at least one year experience as a Fire/Medical Communications Specialist with New Castle County and possession of a High School Diploma or GED; or an equivalent combination of experience, education or training directly related to the knowledge, skills, and abilities.

**ADDITIONAL REQUIREMENTS:** Must pass a Class III County physical, psychological examination and background check.

**HISTORY OF REVISIONS:**

Established: 01/12/93  
Revised: 05/01/99  
Revised: 11/01/03  
Revised: 05/05/08