

COUNTY OF GILLESPIE, TEXAS

JOB DESCRIPTION
Emergency Telecommunications Supervisor
For
Dispatch Center

JOB CODE: 5415

FLSA CLASSIFICATION: Non-Exempt (7-day, 40 hour work period, Sunday through Saturday); Full-Time

OCCUPATIONAL CATEGORY: police protection / administrative support

PAY SCHEDULE: Pay Group 15... Entry Level \$18.35 per hour effective 10.01.2017

Gillespie County pays bi-weekly. All non-exempt employees are paid on a per hour basis. Wages are based on the County Pay Schedule and Pay Groups within that Schedule. Pay Groups are reflected in three stages: Entry, Midpoint, and Maximum point range. These are informational points only and do not indicate pay levels or levels of pay increases. Normally new staff comes in at the entry level. Pay rate changes generally take place only at the beginning of the County's fiscal year (October 01, yyyy) unless an exception is so noted in the adopted budget.

County positions shall be reviewed at least annually ... may include, but not limited to review of essential duties/functions, necessity of position, wage scale rating, and budgetary factors.

PAY PLAN:

The wage for this position is established according to the County Pay Schedule. The work period for such position shall be seven (7) consecutive days commencing on Sunday. Under this schedule overtime compensation will be computed on a 40-hour WORK period.

Wages are paid biweekly.

LEAVE PLANS: ... Leave Plans may include, but are not limited to the following and are subject to change:

Vacation: Accruals are credited on a biweekly basis and available for use as it is accrued after 1 full year of continuous service. Year to year carry-over accruals are limited to twice the employee's annual rate.

Sick Leave: Accruals are credited on a biweekly basis and available for use as it is accrued. Employees accrue 48 hours of sick leave per year.

Holidays: Holidays are annually established by the Commissioners Court. Each Holiday is considered 8 hours.

BENEFIT PLANS: ... Benefit Plans may include, but are not limited to the following and are subject to change:

Retirement Plan: Mandatory participation in the county sponsored retirement plan (Texas County & District Retirement System).

Group Medical Coverage: The County provides coverage and pays the premium for eligible employee major medical and prescription drug coverage.

Life AD&D Coverage: The County provides coverage and pays the premium for eligible employee life AD&D \$10,000 coverage.

Social Security / Medicare: The County is a social security employer ... employee wages are subject to social security and Medicare taxes.

Section 125: The County offers a Section 125 Cafeteria Plan ... flexible benefit, a premium deferred only plan, for qualifying coverage.

Other: The County provides workers' compensation and unemployment coverage.

SUPPLEMENTAL COVERAGES:

Supplemental coverage ... such as: accident, dental, life, cancer, heart ... are offered through payroll deduction.

Membership in medical transport product ... offered through payroll deduction or self-pay.

OTHER:

Deferred Compensation Plan (457k) is offered for employee participation. The County is not a contributor to the plan.

GENERAL DESCRIPTION OF POSITION PURPOSE and OBJECTIVE:

Assist citizens in receiving emergency calls in a calm and quick manner, gather information and relay that information to the proper agency that can best take care of the emergency.

ORGANIZATIONAL RELATIONSHIP:

REPORTS TO: Under direct supervision of Director of the Dispatch Center or his/her designee.

RESPONSIBILITY FOR OTHERS: Supervises all employees of the Dispatch Center with the exception of the Director.

CONTACTS: The Public, Law Enforcement, Fire, EMS, Utilities and other entities.

ESSENTIAL DUTIES / FUNCTIONS ... Essential duties/functions may include, but are not limited to the following:

- Answer multi-line telephones including E9-1-1 lines
- Communicate with hearing/speech-impaired citizens by operating the Telecommunications Device for the Deaf (TDD)
- Communicate effectively, courteously, and clearly, verbally and in writing; includes speaking distinctly, responding promptly, hearing in the normal range, to protect the safety of law enforcement, firefighters, and E.M.S. personnel including volunteers; and the public
- Simultaneously listen to and comprehend both telephone and radio traffic
- Comprehend and apply Center policies, procedures, rules and regulations, and City and County ordinances
- Document all calls for service and activity, location and status in the computer aided dispatch system for public safety personnel, quickly disseminating information
- Simultaneously input, retrieve, and maintain information, reading from both computer screens and printouts, and operating up to three keyboards at once
- Operate the Texas Law Enforcement Telecommunications System in accordance with TCIC/NCIC policies and procedures
- Operate multi-channel public safety radio system
- Dispatch appropriate public safety personnel for routine and emergency calls for service
- Concentrate on assigned tasks through many distractions
- Read and interpret maps
- Read written materials prepared in handwritten and multi-font print formats
- Remain calm under stressful conditions and emergency situations
- Maintain all required certifications and attend on-going training/conferences
- Notifies Public Works and Utilities personnel after hours and on weekends of calls for service, and dispatches such personnel to service calls
- Must be able to perform a variety of tasks, often changing quickly from one task to another without loss of efficiency or composure
- Supervise Telecommunicators and perform duties and responsibilities as outlined in the Communications Supervisor Policy of the Gillespie County Communications Center.
- Regular work attendance is essential and required.

OTHER DUTIES / FUNCTIONS ... Other duties/functions may include, but are not limited to the following:

- Ability to carry out duties independently and as a team
- Performs other related duties as assigned
- Must not pose as a threat to the health/safety of self or others

EMOTIONAL/PHYSICAL DEMANDS and ENVIRONMENTAL FACTORS and SCHEDULES ... the following is not intended to be a complete list but an overview:

COUNTY FACILITIES AND VEHICLES:

County facilities including vehicles are smoke-free and alcohol-free working environments.

EMOTIONAL/PHYSICAL DEMANDS:

While performing the duties of this position, the staff will be exposed to a high stress environment ... such as:

- emotional and hostile individuals,
- emergency situations,
- situations requiring multi-tasking;

Subjected to daily and prolonged repetitive motor movements ... such as:

- Specific vision abilities required by this job include close, distance and peripheral vision; depth perception, and the ability to adjust focus
- sitting for extended periods of time,
- viewing multiple monitors for extended periods of time,
- talking on the telephone and/or radio,

- walking,
- stooping,
- movement of various supplies and/or equipment (lifting, pushing, and pulling) of 25 pound or greater loads. The request for assistance with extremely heavy object(s) is required for personal and material safety.

ENVIRONMENTAL FACTORS:

Working location is within the multi-functional/purpose Gillespie County Jail Facility ... a law enforcement communications environment, multi-person work area with controlled access, general air conditioned / heated environment.

SCHEDULES:

Staff must be willing to work rotating shifts, including over-nights, weekends, and holidays.

Normal work schedule is 8, 10 or 12 hour shifts and is subject to change.

Unscheduled hours may be required in the case of excessive workloads, unforeseen personnel shortfalls, or emergency situations. "On call" availability may be required. Regular work attendance is essential. Staff must arrive at work on time, prepared to perform assigned duties, and work assigned schedule. Requested accommodations to work hours and schedules are considered on an individual basis. Staff must submit time off requests and report any absences to Department Director or his/her designee.

Staff may be required to attend job related seminars, conferences, and/or training. Attendance could require out of town travel with/without overnight stay.

MINIMUM REQUIREMENTS / QUALIFICATIONS

AGE:

Must be at least 18 (eighteen) years of age.

EDUCATION / EXPERIENCE:

High School Diploma or G.E.D. and two (2) year dispatch communications or customer service representative experience; or equivalent combination of education and experience. A minimum of two (2) years experience as an employee of the Gillespie County Communications Center is preferred, however, not mandatory. Previous supervisor experience is preferred.

Basic knowledge of computer operations is required, stressing accuracy and speed.

SECURITY REQUIREMENTS:

Must be able to obtain and maintain a Texas Department of Public Safety (DPS) CJIS security clearance.

For more information on CJIS requirements visit the Texas DPS CJIS System Access policy and chart within the documents section: <https://www.txdps.state.tx.us/SecurityReview/documents.htm>

TESTING:

Applicant must pass pre-employment drug and alcohol screening, hearing test, polygraph test, psychological test.

Gillespie County also conducts background checks on new hires that will include a criminal background check related to convictions and deferred adjudications for required security clearance ... may include credit reports, motor vehicle records, employment records, and educational attainment. A conviction or deferred adjudication is not an automatic bar to employment unless it prevents receiving the required security clearance. Each case is considered individually.

LICENSE / CERTIFICATIONS:

A TCOLE Telecommunicator License is preferred, however not mandatory initially; but must be obtained within one year in order to continue employment.

Must obtain an IAED Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) within 90 days of employment at the discretion of the director.

Must attend a Communications Supervisor Course within 120 days of employment at the discretion of the Director.

ADDITIONAL REQUIREMENTS:

Gillespie County requires consent for criminal background check from all applicants.

Resumes are accepted, but will not serve in lieu of an official completed Gillespie County Application for Employment and a Personal History Statement inclusive of required documents.

Pre-employment requirements will include fingerprinting, physical, and psychological exam.

SELECTION CRITERIA:

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to perform essential managerial duties and functions of the position as described.
- Knowledge of all federal and state laws and/or regulations as it relates to the dispatch of Law Enforcement, EMS, Fire, and any other entities.
- Ability to communicate courteously and effectively with co-workers and the general public.
- Ability to properly train personnel in all required fields of dispatch operations.
- Ability to perform assigned duties without continual supervision and to make sound, independent judgments as necessary.
- Ability to manage multiple changing priorities in a fast-paced environment.
- Skill to effectively coordinate schedules and work projects for department staff in the daily operation of the County's dispatch and communications center.
- Knowledge of advanced computer and data systems as well as complex dispatch communication equipment.
- Ability to be trained in all aspects of TCOLE (Texas Commission on Law Enforcement), TLETS (Texas Law Enforcement Telecommunications Center), and PSAP (Public Safety Answering Point) operations, and to be able to hold necessary licenses and/or certificates for self and employees as may be required.
- Ability to conduct all job responsibilities in accordance with the Gillespie County safety program and work rules.
- Ability to effectively supervise employees.
- Ability to accept work assignments from the Director in a professional manner and to establish and maintain an effective working relationship with both internal and external customers.
- Ability to be a team player and effectively work well with others.
- Skill to effectively deal with the public in a professional and positive manner consistent with the requirements of being a public servant.
- Ability to function under pressure with a demand for quality of work, quantity of work, and the completion of frequent deadlines within accepted time limits.
- Ability to respond to emergency situations as may be required by job duties or unforeseen circumstances.

DISCLAIMER

The preceding statements are intended to describe the general nature and level of work being performed by people assigned to this classification/job description. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and certifications required of personnel so classified.

All benefits of employment with the County are subject to review and change at any time. The County makes no guarantee as to future benefits of employment. All benefits, programs, rules and policies of the County are subject to exceptions or change at any time, as decided by the County. The County will have the right to change your location for work, your wage and benefit programs, its personnel policies, and any other privilege or condition of employment at any time for any reason, with or without prior notice.