

Assistant Communications Center Manager Tompkins County

Department: Department of Emergency Response

Classification: Competitive

Labor Grade: White Collar Grade 14

Approved: 10/2023 by HB

By: HB, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered college or university with an bachelor's degree **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) supervisory or administrative experience working in a public safety emergency communications center handling Law, Fire and/or EMS calls; **OR**
- (b) Graduation from a regionally accredited or New York State registered two year college with an Associate's Degree **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience in public safety emergency communications, two years of which shall have been in supervisory or administrative capacity; **OR**
- (c) Graduation from high school or possession of a high school diploma **AND** six (6) years of full-time paid (or the equivalent part-time and/or volunteer) experience as a dispatcher (or equivalent) working in a public safety emergency communications center handling Law, Fire and/or EMS calls, two years of which shall have been in a supervisory or administrative capacity; **OR**
- (d) Any combination of training and experience equal to or greater than that described in (a), (b), and (c) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

SPECIAL REQUIREMENTS:

1. Current certification as an Emergency Number Professional (ENP) from the National Emergency Number Association (NENA) **OR** current certification as a Registered Public-Safety Leader (RPL) from the Association of Public-Safety Communications Officials, Inc. (APCO) is preferred.
2. Must successfully pass a post-offer of employment (in accordance with the ADA) psychological evaluation, as well as a medical evaluation that will cover, but not limited to vision, hearing, speech, and physical ability to sit for long periods of time. The employee is required to maintain the physical and mental ability to perform the essential functions of the job (either with or without reasonable accommodation) for the duration of employment.
3. Applicants must be eligible for all eJustice, NCIC (National Crime Information Center) and NYSPIN certifications (pass a criminal background check) at the time of application and, if hired, must maintain such eligibility for the duration of employment.
4. The candidate must possess IAED Emergency Medical Dispatch Quality Assurance (EMD-Q) certification within one year of appointment, as provided by the DOER and maintain such certification for the duration of employment. The candidate must also possess APCO Instructor Level Certifications within 9 months of the date appointed to the position in the following areas: PST-1 (Public Safety Telecommunicator) and CTO (Communications Training Officer).
5. The candidate must possess a valid New York State driver's license at the time of appointment and maintain such license for the duration of employment.
6. New hires and re-hires must pass a drug test.

DISTINGUISHING FEATURES OF THE CLASS:

The Assistant Communications Center Manager (ACCM) is responsible for planning, organizing, directing, and evaluating the activities of personnel for the purposes of Professional Development in the areas of Training, Quality Assurance, and Accreditation for the Department of Emergency Response's (DOER) 9-1-1 Communications Center. This position provides direct input regarding curricula, continuing education, the Communications Training Officer (CTO) program, job skill and program certifications, and public education. This position also administers the Quality Assurance process, providing compliance oversight by reviewing, documenting and evaluating levels of compliance with 9-1-1 Center directives and standards to ensure the highest levels of service to the public and emergency responders. Additionally, this position coordinates the accreditation processes by monitoring ongoing compliance with accreditation standards and requirements, ensuring that the Center is properly prepared for re-accreditation processes, appropriate development of necessary proofs of compliance, and preparing for on-site assessments and inspections by accrediting entities. The incumbent will be able to perform all functions of an Emergency Services Dispatcher (ESD) and a Dispatch Supervisor. The incumbent has considerable autonomy and works under the general supervision of the Communications Center Manager and will act as the CCM in the absence of the CCM. The incumbent will perform all related duties as required and shall have the ability to work flexible hours consistent with the needs of the Department.

TYPICAL WORK ACTIVITIES:

- Responsible for development, implementation, scheduling, instruction, supervision and maintenance of training, including but not limited to academies, in-service training programs and other training workshops/seminars;
- Conduct all case reviews per 9-1-1 Center policy, including but not limited to IAED Emergency Medical Dispatch;
- Responsible for preparing documents and maintaining all accreditations for the 9-1-1 Center, including but not limited to IAED Emergency Medical Dispatch (EMD);
- Monitors the quality of service provided by 9-1-1 Center personnel to ensure compliance with policies, procedures and accreditations;
- Responsible for maintaining thorough and accurate records, filing and appropriate distribution of all quality assurance data, reports, statistics, findings and recommendations;
- Responsible for gathering necessary data related to discovery as requested by an agency or department;
- Makes recommendations for improvements in policies/procedures and identifies training needs to include: re-medial training, in-service training, monthly training and certification training;
- Provides assistance for the planning and development of the 9-1-1 Center's training programs;
- Ensure all training documentation, including certification(s), is processed within time requirements and accurate training records are maintained;
- Oversee and Supervise the Communication Training Officers (CTOs) program;
- Possess a working knowledge of all of the 9-1-1 Center's Law/Fire/EMS service responsibilities;
- Communicate effectively with staff in order to attain the 9-1-1 Center's goals and objectives;
- Instill and maintain a professional demeanor;
- Coordinate recruitment, testing, Emergency Services Dispatcher (ESD) observations and interviewing ESD applicants;
- Coordinate public educational events in conjunction with the Community Preparedness Coordinator.
- Acts as the Communications Center Manager in the absence of the Communications Center Manager.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of the principles and practices of conducting a staff development program;
- Thorough knowledge of public safety organizations and their products, programs, and standards including but not limited to IAED, APCO, and NENA;
- Good knowledge of proficiency measurement and testing practices;
- Ability to train new and current employees in the correct procedures to be utilized and the professional conduct required in the Communications Center;
- Ability to utilize a Computer-Aided Dispatch (CAD) system, multi-channel radio system, and multi-line telephone system;
- Ability to operate a digital recording and playback system;

- Ability to efficiently operate a personal computer;
- Ability to remain free of prejudice and bias;
- Ability to be honest, fair and objective about performance and behavior;
- Ability to express ideas clearly and effectively, both orally and in writing;
- Ability to maintain good time management practices and complete assignments in a timely matter;
- Ability to maintain a good working relationship with all Center personnel and user agencies while remaining courteous, patient, empathetic, and approachable.
- Ability to prepare reports and records;
- Ability to work with tact and courtesy;
- Ability to maintain confidentiality;
- Ability to exercise good judgment during stressful or emergency situations;
- Ability to work well under pressure and time demands;
- Good judgment, ability to work well with others, confidentiality, and tact;
- The employee's physical and mental condition shall be commensurate with the demands of the position.

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