



COUNTY OF ERIE
POSITION ANNOUNCEMENT
AN EQUAL OPPORTUNITY EMPLOYER

POSTING DATE: NOVEMBER 18, 2016

CLOSING DATE: DECEMBER 6, 2016

TITLE: 911 SHIFT COMMANDER

GRADE: A-II

DEPARTMENT: PUBLIC SAFETY/911

BARGAINING UNIT: NON-BARGAINING

ENTRY RATE: \$14.63 /hour, \$30,430 /annual HOURS PER WEEK: 40

PROCEDURE TO APPLY: Please read the **County of Erie Job Application Procedures** before applying. Those wishing to apply for this position shall submit a County Employment Application and a Bid Form stating their qualifications to the Human Resources Department at the Erie County Court House, Room 501, Erie, PA 16501. Apply Monday - Friday, 8:30 am - 4:00 pm.

APPLICATIONS AND BID FORMS CAN BE DOWNLOADED FROM THE INTERNET BY GOING TO THE ERIE COUNTY WEB SITE AT www.eriecountypa.gov AND THEN CLICK ON JOB OPPORTUNITIES. COMPLETED FORMS CAN EITHER BE MAILED TO THE ABOVE ADDRESS OR FAXED TO 814-451-6484.

THE COUNTY OF ERIE IS AN EQUAL OPPORTUNITY EMPLOYER. MEN AND WOMEN OF ALL MINORITY AND NON-MINORITY GROUPS INCLUDING INDIVIDUALS WITH DISABILITIES ARE ENCOURAGED TO APPLY.

ALL NEW HIRES ARE SUBJECT TO A CRIMINAL BACKGROUND CHECK.

DEFINITION OF CLASS:

This position is responsible for overseeing the 24 hour operation of the County Public Safety Answering Point, including the emergency communications system. The administrative function includes the shift supervision of the consolidated 9-1-1 communications center, including personnel, equipment and facilities. Attendance at staff meetings and continuing education sessions will be required outside of normal work hours, including holidays and weekends. Rotating shift work may be required. The 9-1-1 Shift Commander reports directly to the Assistant 9-1-1 Coordinator.

DUTIES AND RESPONSIBILITIES:

- Supervises communications staff in performance of work duties and responsibilities; evaluate performance, provide feedback, recommend hiring and disciplinary actions.
- Must direct and assist all telecommunicators in the performance of their duties.
- Must monitor and direct all emergency medical dispatch assistance, if required.
- Responsible for scheduling of all communications personnel, ensuring adequate staff levels; this also includes time off requests and appropriate assignment of over time.
- Coordinates the scheduling of all telecommunicators for continuing education with the training administrator.
- Must maintain accurate payroll records for all telecommunicators.
- Must maintain an accurate, thorough daily shift log report.
- Acts as liaison for problem resolution in the day-to-day operations of the county 9-1-1 communications center.

- Must enforce all Standard Operating Procedures, Special orders and Memos regarding daily and special operations of the communications center.
- Works with the 9-1-1 Coordinator in establishing operational standards and goals for the quality of operations.
- Maintains and updates the 9-1-1 Standard Operating Procedures in consultation with the 9-1-1 Coordinator.
- Ensures the coordination of activities with area law enforcement, fire, emergency medical services, emergency management and hazardous material response teams.
- Must coordinate the dispatch of special teams, when necessary via alternate means. (i.e. paging system)
- Must authorize and disseminate all police scope messages, BOLOs, NCIC entries, etc. to their respective stations in a timely manner.
- Responsible for performing building security checks and reporting issues with facility.
- Attends & participates (as requested) in meetings of area public safety and emergency services providers to enhance, solve operational issues/concerns involving emergency communications services.
- Attends 9-1-1 staff meetings to address operational issues or concerns, and other relevant issues affecting the primary public safety answering point, remote dispatch centers and neighboring counties.
- Ensures that official records of 9-1-1 transactions are safeguarded, accurately copied/transcribed and duly certified for use in official and judicial actions.
- Makes repair notifications to respective departments, when necessary, and provides initial troubleshooting to equipment (i.e. phone, radio, computers, etc.)
- Must disseminate all incoming PEMA messages received via PaStar, SEVAN, EAS, EMnet, NAWAS and the StarNet Radio System to proper entities.
- Must continually monitor weather conditions via computer and provide updates to appropriate personnel, when necessary.
- Attends Local, Regional, State and National conferences, workshops and meetings to maintain the state-of-the-art approach to Public Safety/9-1-1 operations.
- Works with the Emergency Management Staff in the development and implementation of emergency communications services disaster plans and procedures for major emergency and disaster operations of the Erie County Enhanced 9-1-1 Operations.
- Assists the Emergency Management Coordinator w/the coordination of operational plans and the response of county and other agencies to natural or man-made disasters.
- Open, update and close Knowledge Center events per state/county guidelines.
- Reporting of significant events to key ECDOPS staff members, to promote situational awareness.
- Support of Emergency Operations Center as required; including assistance in drills and training of the EOC.
- Function as 24/7/365 watch command for the Erie County Emergency Management.
- Ensure that public safety or public health events are properly processed, to include confirming the scope and nature of incidents; ensuring that emergency notifications are performed to internal and external customers.
- Assist in the sharing of information across disciplines (FD, EMS, EMA, Public Works, etc.) at all levels and across jurisdictions, in a timely and efficient manner.
- Works to maintain a common operating picture for real-time sharing of information with all participating entities to ensure all responder agencies are working with the same information.
- Ensures accurate incident response information is communicated; to report and document incident in appropriate methods.
- Communicate and assist with requests for mutual aid, both inter and intra-state.
- Coordinate information-gathering activities with relevant local, state, and Federal entities as appropriate.
- Obtaining, analyzing, and processing information to determine what is pertinent to operations or disaster situation.

- Analyze incoming information to determine if the incident or event will grow in complexity to where it may require resources from outside those contained in CAD.
- Performs related duties as prescribed by the Assistant 9-1-1 Coordinator.

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be considered as a detailed description of all work requirements that may be inherent in the job.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Comprehensive working knowledge in Public Safety Communications/9-1-1 Operations, including Police, Fire, EMS, Emergency Management and Hazardous Material operations.
- Thorough knowledge of 9-1-1 computer and emergency dispatch systems, such as telephones, computer aided dispatch, CLEAN/NCIC and paging systems, public safety two-way communications systems, and 9-1-1 telephone networks.
- Experience working with the public and applying resolution skills in conflict situations.
- Ability to present ideas effectively, to analyze complex problems and formulate sound conclusions.
- Familiarity with the principles of personnel management in both a union and non-union environment.
- Strong communication skills both oral and written.
- Basic supervisory, organizational and interpersonal skills, sound judgment, integrity and reliability.
- Experience working in a team-oriented, collaborative environment.
- Must have the ability to establish effective working relationships with superiors, peers, emergency response professionals, community organizations, elected and appointed officials of Local, State and Federal Government.

MINIMUM REQUIREMENTS:

- A high school education or GED and a minimum of eight (8) years experience in public safety communications/9-1-1 or an equivalent combination of education, training and experience which provides the knowledge, skills and abilities required for the job. (3 years supervisory experience is preferred – see “Preferred Requirements (a).”
- Experience in the field of public safety including call taking and emergency dispatch preferred, but not required.
- Must be able to successfully pass the criti-call pre-employment call taking/dispatching testing program.
- Demonstrated experience in typing and computer proficiency in Microsoft Office including Outlook, Word, Excel, Access and PowerPoint.
- Audio testing

PREFERRED REQUIREMENTS: (Must obtain the following certifications within six (6) months)

- Three (3) years of supervisory experience in public safety communications/9-1-1
- Certification in APCO Public Safety Telecommunicator, 6th Edition
- Pennsylvania Certification as a 9-1-1 Call Taker (104 Hours)
- Pennsylvania Certification as a Police Dispatcher (32 Hours)
- Pennsylvania Certification as a Fire Dispatcher (16 Hours)
- Pennsylvania Certification as a EMS Dispatcher (16 Hours)
- Pennsylvania Certification as a Emergency Management Dispatcher (16 Hours)
- Pennsylvania Certification as a Front Line Supervisor (40 Hours)
- Must obtain Certification in Emergency Medical Dispatch (24 Hours)
- Must obtain Certification in Emergency Fire Dispatch (24 Hours)
- Must obtain Certification in Cardiopulmonary Resuscitation (CPR)

- Must obtain NCIC/CLEAN Certification
- Must obtain NIMS Certification (IS100, IS200, IS700, IS800)

**Satisfactory completion of class work and associated examinations is a prerequisite to continuing employment.

NECESSARY SPECIAL REQUIREMENTS:

- Ability to be available on a 24 hour basis and to carry a pager and/or cell phone to respond to emergencies as needed.
- Provides support to Emergency Operations Center under prescribed support role during activation of Emergency Operations Center.
- Must have use of a personal automobile and a valid Pennsylvania Driver's license.
- Must agree to and pass a criminal background check.
- Must agree that the County may conduct periodic, unscheduled blood and/or urine tests for drug and/or alcohol screening.