**Assistant Communications Manager**

**Grade: 9**

**FLSA: Non-Exempt Date: 1/23**

**Job Summary:** Performs supervisory and management functions relative to the operations and Quality Assurance of the St. Mary’s County 9-1-1 Public Safety Communications Center as well as overseeing Quality Assurance. Supervises and directs the operations and personnel as well as Researches, develops, and implements the Quality Improvement Program to ensure efficient and effective call taking and emergency dispatch. Performs quality assurance activities, including reviewing 911 calls, recommending remedial training to the Administrative Manager, and preparing monthly reports regarding compliance with protocols. Participates in the Emergency Communications Division's Communications Training program. Performs related work including answering 911 calls for service when necessary. Assists the planning and operations of the complex programs and mission critical awareness of the facility and critical systems with zero tolerance for failure. Works independently and uses considerable discretion to deliver programs and services approved by the Deputy Director.

**Essential Functions:**

1. Assists in the development of a comprehensive quality assurance and improvement program, policy directives, procedures, and performance goals;
2. Assists with coordinating the developing, modifying, maintaining and communicating comprehensive operational policies and procedures for the 911 center;
3. Assists with the management of the day-to-day operations of the 9-1-1/Public Safety Communications Center and is responsible for the assuring that all equipment/components of the system are in working order;
4. Use 9-1-1 digital logging recorders and Computer Aided Dispatch (CAD) system to view and listen to random and special case 9-1-1 calls and Police/Fire/ Medical dispatch's;
5. Objectively evaluate the information and data to measure protocol/ policy compliance to identify areas of compliance and non-compliance;
6. For areas of protocol / policy non-compliance, indicate correction to be made to improve compliance;
7. Maintains required quality improvement files, records, and tracking logs;
8. Provides benchmark assessments to inform Public Safety Dispatchers of their performance;
9. Provide constructive analysis of employee's actions, abilities, and provide suggestions and explanations to the Shift Supervisor for follow-up with employees;
10. Serves as the Alternate Terminal Agency Coordinator for Maryland Electronic Telecommunications Enforcement Resource System (Meters/NCIC);
11. Implement strategies to retain value to the community regarding services provided by 911;
12. Assists in developing special projects that address quality assurance concerns that arise to include Quality Assurance bulletins, training bulleting's, focused training and targeted reviews;
13. Assists with evaluating/resolving customer/partner inquiries regarding St. Mary’s County 9-1-1, Public Safety Communications Center. Assists with preparation/evaluating/validating of statistical information from the Computer Aided Dispatch system/Emergency Dispatch Protocols;
14. Ensure agency is compliant with all current national standards; advise subordinates of changes pertaining to the IAED protocols Emergency Police Fire and Medical Dispatch;
15. Manages the Emergency Medical Dispatch Medical Case Evaluations program and provides feedback to the Deputy Director and supervisory employees;
16. The Assistant Manager assures that Division Quality Assurance scores and program compliance information is properly documented and acted upon;
17. Oversees the tracking of mandatory employee training certifications/licenses and coordinates with the Administrative Manager regarding ongoing training efforts;
18. Assume Command of Division during Emergency Operations Center activations;
19. Research and provide preliminary findings on all incident's issues of non-compliance, complaints and deficiencies to the Administrative Manager;
20. Ensure agency is compliant with all current national standards; advise subordinates of changes pertaining to the AED protocols Emergency Police Fire and Medical Dispatch;
21. Provide staff training recommendations to the Administrative Manager, provide feedback on employee performance; work with employees to correct deficiencies; provide coaching regarding Quality Assurance reports and compliance;
22. Assists with monitoring and reviewing of the 911 Communications Division to include computer aided dispatch, phone/radio systems and notify the appropriate personnel in the event of a malfunction;
23. Assists with ensuring calls are being dispatched following established policies and procedures;
24. Performs other related job duties as assigned.

**Secondary Functions:**

1. Maintains awareness of 9-1-1 protocol software life cycles and makes recommendations regarding upgrades and replacements to assure operational reliability and sustainability;
2. Update 9-1-1 protocol software options and/or functions for different user configurations using vendor software;
3. Collaborates with the Administrative Manager in the review, development, maintenance, and implementation of Public Safety Dispatcher training;
4. Coordinates with the Administrative Manager in assisting with instruction and training of new Public Safety Dispatchers;
5. Fills in as Public Safety Dispatcher when required.

**Required Knowledge, Skills, and Abilities:**

1. Ability to gain thorough knowledge of St. Mary's County Government policies and procedures;
2. Ability to analyze complex data using statistical techniques and computer programs;
3. Strong communication and organizational skills including ability to prioritize and multitask;
4. Ability to review and analyze existing information and make informed and sound decisions;
5. Ability to keep accurate records;
6. Ability to operate relevant computer systems, including hardware and software, and simple office machines;
7. Extensive knowledge of current aspects of computer hardware and software as they apply to Emergency Services;
8. Effective verbal and written communication skills, including public speaking skills;
9. As needed, assume the duties of a Public Safety Dispatcher and other administrative duties as necessary;
10. Knowledge of Digital Logging Recorder;
11. Knowledge of Emergency Dispatch Software;
12. Ability to select, supervise, motivate, train, and evaluate employees;
13. Ability to interact with public and other public safety agencies to resolve conflict and set goals;
14. Ability to meet, interact and deal tactfully with diverse groups and agency partners to establish and maintain collaborative, cooperative working relationships, resolve conflicts, and set goals/objectives.

**Education and Experience:**

1. High school diploma or G.E.D.;
2. Two years of hands-on technical experience with emergency dispatch;
3. International Academy of Emergency Dispatch (IAED) Quality Assurance (QA) certification in Medical, Fire and Police protocols;
4. International Academy of Emergency Dispatch (IAED) Emergency Telecommunicator Certification (ETC);
5. Association of Public Safety Communications Officials (APCO) Communications Training Officer (CTO);
6. American Heart Association Health Care Provider Cardiopulmonary Resuscitation (CPR);
7. 9-1-1 Center Supervisor program; within one year of hire;
8. Center Manager Certification Program (CMCP) and Emergency Numbers Professional (ENP) within three years of hire.

**Physical and Environmental Conditions:**

Work requires occasional demand for light to moderate physical effort, including lifting or handling equipment of 30 pounds or less.

Work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress, which require a range of safety and other precautions, e.g. working with electronic/electrical parts and systems.

**Special Requirements:**

Willingness and/or the ability to work rotating shifts, including nights, holidays and weekends; work on an on-call basis; work irregular duty assignments; wear a uniform and safety equipment; work outside in inclement weather; work under undesirable and hazardous conditions; conform to department grooming standards; successfully pass a background investigation; work alone; attend educational sessions as required; travel out of town for one day or more. Candidate must be familiar with and able to use the language/codes/jargon of various public safety agencies.

The above job description is not intended as, nor should it be construed as, exhaustive of all

responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

I certify that this is an accurate statement of the essential functions and responsibilities of this position.

HR Representative Date

Your signature below indicates that you have received a copy of this position description.

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Employee’s Signature Date