

## PROGRAM ADMINISTRATOR (EMERGENCY SERVICES COMMUNICATIONS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for supervising the day to day operations of the Emergency Communications Center, located in the Department of Emergency Services. This position uses considerable independent judgment in developing procedures and guidelines with regard to emergency communications and dispatch services, in ensuring adherence to national, state and local standards, and in establishing and maintaining relationships with fire and emergency medical service agencies operating in the county's local jurisdictions. The incumbent will coordinate the technical services, vendors and technical experts required to maintain the critical technology required to perform these vital services. Responsibilities include developing and delivering a comprehensive orientation and training program for both new and existing staff to ensure consistency of emergency dispatch services, conducting detailed and complex investigations for dispatch events when requested and ensuring adequate staffing levels are met for a 7 day a week, 24 hour operation. Supervision is exercised over Senior Communication Operators and Communication Operators. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Develops and updates policies, procedures and guidelines in the Emergency Communications Center to ensure consistency of operations and quality control;

Supervises the daily operations of the Emergency Communications Center including staffing and supervising Senior Communication and Communication Operators in their daily response and dispatch activities to ensure adherence to department protocol and quality control standards;

Meets with Communication Operators and Senior Communication Operators and assist with team development, coaching, mentoring and when required follow progressive discipline practices;

Develops and delivers orientation and on-going training programs to ensure proper training for Communication Operators that are responsible for dispatching emergency and non-emergency calls, and to ensure adherence to departmental, state and national guidelines;

Modifies training program content to address issues identified in the field, and in response to guidance and alterations in the current standards of operations;

Develops a program in collaboration with the Quality Assurance section to ensure that operators are handling calls professionally and consistently, and that interaction between dispatch and emergency services agencies and the public is following departmental policy, procedures and guidelines;

Establishes and maintains contact with the fire and EMS officials throughout the county to ensure that procedures are consistent with established protocols, and to evaluate County response and dispatch actions when issues arise;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Works with departmental technical staff, vendors and other professionals to troubleshoot computer aided dispatch system issues, radio equipment and telecommunications technology and other areas of concern having impact on dispatch operations;

Attends meetings, conferences and workshops to keep abreast of developments in the field of emergency communications;

Oversees the operations of the Field Communications Unit, Field Response Team, and Communication Unit Leader (COML) assigned to support an emergency or pre-planned event requiring support.

Participates in the recruitment of staff to the unit;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of Federal Communications Commission (FCC), New York State and other laws, regulations and rules governing emergency radio and electronic communications; thorough knowledge of the practices and procedures used in the operation of a county wide emergency communications system, including radio, telephone (E911), computer aided dispatching systems and networks; thorough knowledge of the Fire and EMS agencies throughout Westchester County, including their operational capabilities and geographic jurisdiction; skill in the operation of both the hardware and software associated with departmental communication systems; ability to develop and coordinate support to modify specifications for and diagnose performance problems of communication systems; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to establish and maintain effective working relationships; ability to communicate clearly and effectively both orally and in writing; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; ability to understand and communicate complex technical information pertaining to communication systems; sound professional judgment; dependability; initiative; resourcefulness; physical conditions commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) seven years of emergency services experience (Police, Fire, EMS or emergency dispatch), two of which must have been in a supervisory role; or (b) a Bachelor's degree in Emergency Services or closely related field and two years of supervisory experience as described in (a).

SUBSTITUTION: Satisfactory completion of 30 credits\* towards a Bachelor's Degree\* may be substituted on a year for year basis for up to four years. There is no substitution for the two years of supervisory experience.

SPECIAL REQUIRMENTS:

1. At time of appointment, must be certified as an Association of Public Safety Officials (APCO) Communications Center Supervisor;
2. Possess and maintain a valid license to operate a motor vehicle in the State of New York while in the title.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.