

## PROGRAM SPECIALIST (EMERGENCY SERVICES COMMUNICATION)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Department of Emergency Services (DES), serves as a technical and procedural expert on complex communication systems issues relating to the department's Emergency Communications Center (ECC) systems, digital event logging, training and credentialing process for the department's ECC staff. Work involves ensuring accurate records retrieval, tracking and compilation of data from a Computer Aided Dispatch (CAD) system and other software tools. The incumbent is responsible for the implementation and the effective on-going use of a Quality Assurance program focused on the department's Emergency Communication Center (ECC) service standards in Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD) and other services provided by the ECC. Additional duties include responding to FOIL and other requests for data, in compliance with departmental rules, regulations and practices. Supervision is not a responsibility of this position. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Assists management in the on-going effectiveness and improvement of the emergency communications services, staff and quality performance process by troubleshooting, and analyzing existing processes as they relate to emergency dispatch and recommending changes to the procedures followed by Communication Operator staff;

Implement and maintain the quality assurance process for the ECC staff in Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD) service and other services provided by the ECC;

Develops and recommends operational plans and procedures for all systems and equipment, secures or develops training material for both department and local agency personnel;

Performs general administrative functions such as budget preparation for the communication's division component of the department budget, researching and developing specifications for equipment purchases to be recommended for the effective operations of the division;

Monitors transmissions or recordings and data to ensure division personnel follow established guidelines and protocols and notifies supervisory personnel of concerns or failure to following established guidelines;

Assists in the development and implementation of quality improvement processes to ensure consistency and effectiveness of workflow;

Assists in addressing and resolving issues or problems with procedures to support a timely and effective emergency response matrix;

Analyzes ECC service metrics and procedures to identify areas for improvement and works with supervisors to implement changes to affect same;

Ensures division personnel maintain required certifications and training requirements, keeping supervisory personnel informed as appropriate;

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

Assists in supporting education for the communication center and participating agencies on industry accepted radio etiquette, protocols and standards;

Maintains detailed records of all training, certifications and Continuing Dispatch Education (CDE) for Communications Division personnel;

Responds to Freedom of Information (FOIL) and other requests for division records including sharing, receiving, duplicating and reviewing confidential recordings and written reports in accordance with departmental rules, regulations and practices;

Keeps abreast of technological advances and regulatory governance affecting emergency communications;

Assists in the County's Emergency Operations Center (EOC) when activated, in support of the department's mission;

Represents the department as required at meetings and functions as well as serving on committees and task forces as required;

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

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge departmental policies, 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), records retention, municipal alarm, and 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 modify specifications for and diagnose performance problems of communication systems; ability to establish and maintain effective working relationships; ability to communicate clearly and effectively both orally and in writing; ability to understand and communicate complex technical information pertaining to communication systems; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail, and database software updates; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential duties of the position; 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) six years of emergency services experience (Police, Fire, EMS or emergency dispatch), which included experience with quality assurance processes; or (b) a Bachelor's degree in Emergency Services or closely related field and one year of experience as described in (a) which included experience with quality assurance processes.

DEFINITION: For this title, quality assurance processes shall be defined as ones that include the on-going and systematic monitoring, evaluation, refinement and reporting of the various aspects of emergency services, to identify areas for improvement and promote best practices to ensure that standards of quality are being met.

SUBSTITUTIONS: (1.) Thirty (30) college credits may be substituted on a year for year basis for up to three years of the required experience. (2.) Verifiable volunteer experience providing emergency services may be substituted for each year of the required full time experience. Volunteer experience must be equivalent to a 35 hour a week, full-time position

NOTE #1: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in the State of New York and maintain same while in the title.