

E-911 TELECOMMUNICATOR SUPERVISOR**Nature of Work**

Under general supervision of the uniformed personnel of the West Virginia State Police, leads and directs the work of E-911 Telecommunicators in the dispatch area of a 911 Communication Center in conjunction with performing various duties required to operate the communications equipment for the efficiency and safety of the uniformed personnel of the West Virginia State Police, other law enforcement agencies, fire department personnel, emergency medical service personnel, other county and city agencies as needed and the general public. Receives, responds, transmits, answers and/or verifies messages and/or inquiries in accordance with established rules and procedures. Responsible for the security of the communication center and the staff of telecommunicators adhering to that security and all policies and procedures set forth by the West Virginia State Police. Receives calls when off-duty from communication center to assist employees and be available to return to the communication center at any time to provide assistance with emergency situations and/or work a shift as a telecommunicator when no other telecommunicators are available. Must be available to work overtime when a situation necessitates same. Performs related work as required.

Examples of Work

- Supervises E-911 Telecommunicators.
- Prepares work schedules, approves leave, schedules compensatory time and approves overtime hours.
- Trains new employees on operation of all equipment; trains terminal operators in preparation for certification on the operation of the teletype.
- Develops and maintains current standard operating procedures for all agencies dispatched from center.
- Selects training programs for telecommunicators and assists in delivery of training programs.
- Assists in development and implementation of computer aid dispatching hardware, software and master street addressing program.
- Provides emergency medical assistance via telephone to callers in emergency medical emergencies as dictated by emergency medical service dispatching protocol.
- Operates all applicable radio/telephone/teletype equipment, dispatches/receives radio communications.
- Serves as liaison between center, advisory board, county commission, community groups and user agencies.

E-911 TELECOMMUNICATOR SUPERVISOR (CONT'D)**Examples of Work (cont'd)**

- Serves as a county central answering point call taker and relay of information for county and city non-emergency agencies.
- Serves as liaison with local telephone companies and receives and verifies automatic number identification and automatic location identification; serves as liaison with cellular telephone companies concerning 911 cellular service.
- Serves as Terminal Agency Coordinator (TAC) and contact person for the WEAPON staff.
- Assists in selection of all equipment used at the communications center.
- Attends West Virginia Enhanced 911 Council meetings, other professional meetings, conferences, and training sessions as necessary.
- Prepares and submits monthly reports as deemed necessary to county commission, 911 advisory board and user agencies.
- Assists the public by responding to requests for information and emergency assistance. Assists walk-in public when necessary.
- Types daily radio logs, teletypes, master file cards, wanted and missing person cards, monthly activity sheets, incident log, wrecker log and related documents.
- Enters and cancels wanted persons, missing persons, property, vehicles and all other NCIC files via the NCIC/WEAPON network.

Knowledge, Skills and Abilities

- Knowledge of Federal Communications Commission Rules and Regulations.
- Knowledge of the geography of the dispatch area and knowledge of which agency is responsible for providing service to the particular area for calls for service.
- Knowledge of NCIC operating and code manuals.
- Knowledge of West Virginia State Police policies and procedures relating to use of NCIC and NLETS.
- Knowledge of modern office practices and procedures.
- Knowledge of arithmetic and English grammar and common usage.
- Ability to train, supervise and evaluate the work of others.
- Ability to operate all emergency, communication equipment and a teletype.

E-911 TELECOMMUNICATOR SUPERVISOR (CONT'D)

Knowledge, Skills and Abilities (cont'd)

Ability to retain and summarize information and to relay sometimes critical information clearly, promptly and accurately.

Ability to concentrate and coordinate skills in order to successfully complete numerous tasks simultaneously.

Minimum Qualifications

Training: Graduation from a standard high school or the equivalent.

Experience: Five years of full-time or equivalent part-time paid experience as a telecommunicator.

Special Requirements: (1) Must successfully complete the nationally recognized 40-hour training course that is required by WV Code 24-6-5 within one (1) year from date of employment to remain employed; (2) Must successfully complete the required 40-hour WEAPON class at the State Police Academy; (3) Must maintain a current certification as WEAPON terminal operator (re-certification every two years); (4) Must successfully complete emergency medical dispatch certification program.

Established: 4/20/2000
Effective: 6/1/2000