

# TUSCALOOSA COUNTY EMERGENCY COMMUNICATIONS DISTRICT

2501 7<sup>th</sup> Street, Suite 300 • Tuscaloosa, Alabama 35401 • (205) 464-8284

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Communications / Addressing / Mapping

Rod Coleman, Director

## 911 Telecommunications Supervisor

**Salary Range:**  
**\$41,254.72 - \$52,666.12 annually**

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8
\$1,586.72	\$1,746.32	\$1,791.31	\$1,835.46	\$1,879.62	\$1,924.61	\$1,973.85	\$2,025.62

### **POSITION SUMMARY:**

Performs supervisory and specialized work functions associated with receiving and processing requests for emergency and non-emergency assistance.

### **DUTIES:**

Supervises, directs and evaluates assigned staff, processes employee concerns and problems, directs work, counsels and completes employee performance appraisals.

Plans and directs shift activities of the unit; prepares daily work rosters; adjusts schedule, staffing, and/or authorizes overtime to ensure adequate manpower at all times; documents employee absenteeism and work related injuries.

Updates personnel on changes or additions to policies and procedures affecting their positions directly or indirectly; distributes information and special instructions received during a shift.

Facilitates training of new employees and provides regular training for all telecommunicators; assists subordinates with complex situations and provides technical support.

Establishes control of emergency 911 calls and calmly and professionally interrogates caller to obtain all necessary information to efficiently and clearly relay the information for dispatching or transfer of the call appropriately.

Responsible for relaying the information to the correct agencies to receive information for each call.

Answers all emergency and non-emergency 911 calls promptly in an efficient manner according to established center 911 protocols.

Properly operates all functions of the multi-line telephone system, C.A.D. system, mapping system and all other functions relevant to work responsibilities.

Properly handles actual TDD and TDD test calls.

Performs daily checks of all operating systems at their disposal, and immediately reports any and all deficiencies noted to a center supervisor.

Calmly and professionally interrogates callers to obtain all necessary information. Processes the call verifying (at least) address and phone number; assures transfer to the appropriate responder agency, without delay. Assures that all transfers are successfully connected.

Process all 911 calls according to training protocols, while remaining non-judgmental.

Assure proper/accurate caller information into CAD system.

Immediately report (in-person or electronically) all equipment problems.

Notify on-call technical support for problems that cannot be easily solved.

Assist in 911 Call Taker (911CT) training, once properly established as a certified "Communications Training Officer"

Keep center supervisor(s) advised of any and all operational or personnel issues.

Attends training courses offered by the department or required by law in order to maintain applicable certifications, to remain abreast of departmental operations, and to promote improved job performance.

Incorporates continuous quality improvement principles in daily activities.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Substitutes for co-workers in temporary absence of same; requests additional personnel as needed to maintain adequate manpower during shift.

May be required to work on various shifts, overtime, weekends, and/or holidays.

Must meet regular attendance requirements.

Other duties as assigned.

**SKILLS REQUIRED:**

Must be able to type at least 35 WPM, with accuracy.

Must be able to pass a battery of validated tests conducive to employment in a safety sensitive environment.

Must have good visual perception, color recognition, diction.

Must be able to remain calm and react quickly while handling emergencies.

Must be able to handle multiple tasks simultaneously.

Must possess good communication and interpersonal skills with co-workers, supervisors, the general public, etc.

Must possess good listening skills.

**QUALIFICATIONS:**

High school diploma or GED required.

Experience in public safety communications is required.

Must be at least 18 years of age.

Must possess a valid Alabama Driver's License.

This job classification is considered to be safety-sensitive and is subject to pre-employment and random drug screens.

