



COUNTY OF ERIE  
POSITION ANNOUNCEMENT  
AN EQUAL OPPORTUNITY EMPLOYER

**POSTING DATE: AUGUST 20, 2010**

**CLOSING DATE: SEPTEMBER 3, 2010**

**TITLE: SHIFT COMMANDER**

**GRADE: A-II**

**DEPARTMENT: PUBLIC SAFETY**

**BARGAINING UNIT: NON-BARGAINING**

**ENTRY RATE: \$13.79/hour, \$28,683/annual**

**HOURS PER WEEK: 40**

**PROCEDURE TO APPLY:** Please read the **County of Erie Job Application Procedures** before applying. Those wishing to apply for this position shall submit a County Employment Application and a Bid Form stating their qualifications to the Personnel Department at the Erie County Court House, Room 501, Erie, PA 16501. Apply Monday - Friday, 8:30 am - 4:00 pm.

APPLICATIONS AND BID FORMS CAN BE DOWNLOADED FROM THE INTERNET BY GOING TO THE ERIE COUNTY WEB SITE AT [www.eriecountygov.org](http://www.eriecountygov.org) AND THEN CLICK ON JOB OPPORTUNITIES. COMPLETED FORMS CAN EITHER BE MAILED TO THE ABOVE ADDRESS OR FAXED TO 814-451-6484.

**THE COUNTY OF ERIE IS AN EQUAL OPPORTUNITY EMPLOYER. MEN AND WOMEN OF ALL MINORITY AND NON-MINORITY GROUPS INCLUDING INDIVIDUALS WITH DISABILITIES ARE ENCOURAGED TO APPLY.**

**ALL NEW HIRES ARE SUBJECT TO A CRIMINAL BACKGROUND CHECK.**

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**MINIMUM REQUIREMENTS:**

- a) A high school education or GED equivalent is required.
- b) A minimum of eight (8) years experience in public safety communications/911 or an equivalent combination of education, training and experience which provides the knowledge, skills and abilities required for the job. (3 years supervisory experience is preferred – see “Preferred Requirements (a).”
- c) The ability to effectively communicate over the telephone is required. Answering proficiency must be established and maintained.
- d) Experience in the field of public safety including call taking and emergency dispatch preferred, but not required.
- e) Must be able to successfully pass the criti-call pre-employment call taking/dispatching testing program.
- f) Basic computer literacy
- g) Personality/Psychological testing
- h) Before hired, any candidate for this position agrees to have a criminal background check at his/her own expense.
- i) The County can conduct periodic, unscheduled blood and/or urine tests for drug and/or alcohol screening.
- j) Audio testing

**PREFERRED REQUIREMENTS: (Must obtain the following certifications within six (6) months)**

- a) Three (3) years of supervisory experience in public safety communications/911
- b) Certification in APCO Public Safety Telecommunicator I, 6<sup>th</sup> Edition
- c) Pennsylvania Certification as a 911 Call Taker (104 Hours)
- d) Pennsylvania Certification as a Police Dispatcher (32 Hours)
- e) Pennsylvania Certification as a Fire Dispatcher (16 Hours)

- f) Pennsylvania Certification as a EMS Dispatcher (16 Hours)
- g) Pennsylvania Certification as a Emergency Management Dispatcher (16 Hours)
- h) Pennsylvania Certification as a Front Line Supervisor (40 Hours)
- i) Must obtain Certification in Emergency Medical Dispatch
- j) Must obtain Certification in Cardiopulmonary Resuscitation (CPR)
- k) Must obtain NCIC/CLEAN Certification
- l) Must obtain NIMS Certification (IS100, IS200, IS700, IS800)

\*\*Satisfactory completion of class work and associated examinations is a prerequisite to continuing employment.

Must successfully complete over 560 hours of training and testing to perform the necessary job functions of dispatching fire, police, emergency medical services, emergency management, hazardous materials and other relevant duties. This includes supervisory training.

**Necessary Requirements for a 24/7 operation:**

- Ability to be available on a 24 hour basis and to carry a pager and/or cell phone to respond to emergencies as needed.
- Must have use of a personal automobile and a valid Pennsylvania Driver's license.

**DEFINITION OF CLASS:**

The 911 Shift Commander reports directly to the 911 Coordinator. This position is responsible for overseeing the 24 hour operation of the County Public Safety Answering Point, including the emergency communications system. The administrative function includes the shift supervision of the consolidated 911 communications center, including personnel, equipment and facilities. Attendance at staff meetings and continuing education sessions will be required outside of normal work hours, including holidays and weekends. Rotating shift work may be required.

**DUTIES AND RESPONSIBILITIES:**

- Supervises communications staff in performance of work duties and responsibilities; evaluate performance, provide feedback, recommend hiring and disciplinary actions.
- Must direct and assist all telecommunicators in the performance of their duties.
- Must monitor and direct all emergency medical dispatch assistance, if required.
- Responsible for scheduling of all communications personnel, ensuring adequate staff levels.
- Coordinates the scheduling of all telecommunicators for continuing education with the training administrator.
- Must maintain accurate payroll records for all telecommunicators.
- Must maintain an accurate, thorough daily shift log report.
- Acts as liaison for problem resolution in the day-to-day operations of the county 911 communications center.
- Must enforce all Standard Operating Procedures, Special orders and Memos regarding daily and special operations of the communications center.
- Works with the 911 Coordinator in establishing operational standards and goals for the quality of operations.
- Maintains and updates the 911 Standard Operating Procedures in consultation with the the 911 Coordinator.
- Ensures the coordination of activities with area law enforcement, fire, emergency medical services, emergency management and hazardous material response teams.
- Must coordinate the dispatch of special teams, when necessary via alternate means. (i.e. paging system)
- Must authorize and disseminate all police scope messages, BOLOs, NCIC entries, etc. to their respective stations in a timely manner.

- Attends & participates (as requested) in meetings of area public safety and emergency services providers to enhance, solve operational issues/concerns involving emergency communications services.
- Attends 911 staff meetings to address operational issues or concerns, and other relevant issues affecting the primary public safety answering point, remote dispatch centers and neighboring counties.
- Ensures that official records of 911 transactions are safeguarded, accurately copied/transcribed and duly certified for use in official and judicial actions.
- Must make repair notifications to respective departments, when necessary. (i.e. phone, radio, computers, etc...)
- Must disseminate all incoming PEMA messages received via PaStar, SEVAN, EAS, EMnet, NAWAS and the StarNet Radio System to proper entities.
- Must continually monitor weather conditions via computer and provide updates to appropriate personnel, when necessary.
- Attends Local, Regional, State and National conferences, workshops and meetings to maintain the state-of-the-art approach to Public Safety/911 operations.
- Works with the Emergency Management Staff in the development and implementation of emergency communications services disaster plans and procedures for major emergency and disaster operations of the Erie County Enhanced 911 Operations.
- Assists the Emergency Management Coordinator w/ the coordination of operational plans and the response of county and other agencies to natural or man-made disasters.

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be considered as a detailed description of all work requirements that may be inherent in the job.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Comprehensive working knowledge in Public Safety Communications/911 Operations, including Police, Fire, EMS, Emergency Management and Hazardous Material operations.
- Thorough knowledge of 911 computer and emergency dispatch systems, such as telephones, computer aided dispatch, CLEAN/NCIC and paging systems, public safety two-way communications systems, and 911 telephone networks.
- Experience working with the public and applying resolution skills in conflict situations.
- Ability to present ideas effectively, to analyze complex problems and formulate sound conclusions.
- Basic supervisory, organizational and interpersonal skills, sound judgment, integrity and reliability.
- Experience working in a team-oriented, collaborative environment.
- Must have the ability to establish effective working relationships with superiors, peers, emergency response professionals, community organizations, elected and appointed officials of Local, State and Federal Government.