

NEW CASTLE COUNTY GOVERNMENT

Number 1085

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Date 7/24/2020

CLASS SPECIFICATION

Title: ASSISTANT PLATOON LEADER -
FIRE/MEDICAL

Approved:



GENERAL STATEMENT OF DUTIES: Assists the Emergency Communications Management in providing leadership and supervision for a platoon of Call Operators and Telecommunicators to ensure the efficient, accurate and timely operations of the Communications Center; does related duties as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is considered a working supervisor and oversees the work activities of the platoon members in receiving and processing emergency incident information and assigning and coordinating the appropriate emergency response. The employee assists management in the daily operations of the different areas. This employee utilizes a CAD system, an Automatic Vehicle Locator (AVL) Computer system, associated terminals, printers, various radio systems and other computerized information systems. The employee serves as liaison with fire companies, emergency medical services and other medical facilities. The employee must maintain proficiency standards and certifications for police, fire, and medical protocols, a basic telecommunicator course and other continuing education requirements. Responsibilities also include coordinating, maintaining, and disseminating a wide variety of logistical support information. Work is performed under the general supervision of the Platoon Leader or other designated supervisor.

The position of Assistant Platoon Leader shall also be subject to the following provisions:

- (1) The Assistant Platoon Leader rank may be lost by an unsatisfactory performance evaluation and/or serious disciplinary action.
- (2) The Assistant Platoon Leader rank, once obtained and lost by an unsatisfactory performance evaluation, would be reinstated once a satisfactory performance is obtained. In cases of serious disciplinary action, defined as any discipline warranting a suspension or above, the employee would be required to re-apply after two (2) consecutively satisfactory performance evaluations.

EXAMPLES OF WORK: (Illustrative only)

- Oversees the receipt, prioritizing, and dispatching of the appropriate response to emergency incidents;
- Supervises call-taking and dispatching staff and activities on an assigned shift and makes work assignments;
- Assists management in preparing duty schedules and maintains attendance and personnel records: Ensures that work is performed in accordance with regulations and required procedures;
- Assists in monitoring and evaluating personnel performance and has input in performance appraisal discussions;
- Assists in keeping records on incidents and statistics and prepares a variety of forms, logs, and reports concerning the work;
- Ensures that all computer equipment, printers, radios and other technical equipment is fully operative and maintained and arranges for outside repair as needed;
- Communicates with patients, family members and third-party callers to ensure that all patient needs are addressed in an efficient and caring manner;
- Utilizes a variety of computer systems, printers, radios, and telephones to carry out the work;
- Works with the enhanced 9-1-1 system to research the origin of calls and initiate callback on disconnected calls;
- Coordinates, maintains, and disseminates a wide variety of logistical support information;
- Reviews operating procedures, reference materials, maps, directories, emergency and disaster plans, training information and other related information;

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- Stays abreast of all procedures and protocols of individual fire companies and other related agencies;
- Prepares, maintains and reviews with assigned staff operating procedures, reference materials, maps, directories, emergency and disaster plans, training information and other work-related information;
- Reproduces radio, emergency, and non-emergency phone calls for the purpose of conducting investigative procedures as well as critiques and training. Provides Quality Improvement feedback as necessary in keeping with certification needs;
- Conducts scheduled and unscheduled tours of the Communications Center;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Comprehensive knowledge of all the Emergency Communications Sections (Call Operator, Police and Fire/Medical) which include knowledge of the operations of the emergency and non-emergency telephone answering services, good knowledge of the geography, streets, roads, and highway system of New Castle County; good knowledge of federal and state regulations governing radio transmissions; good knowledge of public safety services; ability to multi-task and perform efficiently under stress with accuracy; ability to rapidly detect the nature and magnitude of emergencies; ability to speak in a clear, well-modulated voice in a calm and efficient manner; ability to work with computer systems and related equipment; ability to understand and follow procedures and protocols of numerous fire and ambulance stations and other agencies; ability to develop effective working relationships with others; ability type at least thirty (30) words per minute; ability to develop effective working relationships with others. ability to provide guidance and corrective action in a consistent and positive manner; ability to monitor and evaluate employee development; ability to act as a role model for other employees.

MINIMUM QUALIFICATIONS: At least five (5) years' experience as a Telecommunicator II or Telecommunicator III and two (2) consecutive years of overall satisfactory performance evaluations and an overall performance rating of satisfactory or above in the year applying for the promotion. Any record of discipline that resulted in a suspension during the twelve (12) months preceding the application for promotion shall be reviewed to determine eligibility for promotion.

PREFERRED QUALIFICATIONS: Accumulate twenty-four (24) continuing education credits in a relevant course and active participation in a departmental workgroup or project which shall be defined by the Chief of Emergency Communications or his/her designee.

ADDITIONAL REQUIREMENTS: Must maintain certifications in police, fire and emergency medical, protocols and a basic telecommunicator course to include the training officer course. May be required to pass a Class III County physical and psychological examination and background check.

HISTORY OF REVISIONS:

Established: 01/26/10
Revised: 07/24/20