

OPERATIONS QUALITY ASSURANCE COORDINATOR

NATURE OF WORK

This is administrative and technical work directing a total quality assurance program for the Emergency Communications Center, and providing input to Center management.

Work involves providing input to management regarding overall operations of the Center, and directing the development and implementation of a total quality assurance program, including but not limited to Emergency Medical Dispatch quality review. Work also involves developing strategies that maintain a high degree of unit effectiveness and a cooperative atmosphere between department personnel, user personnel and members of the community. An employee in this class is expected to exercise considerable independent judgment and personal initiative within the framework of departmental policies. Supervision is received from the Communications Coordinator and Communications Supervisor with work being reviewed in the form of reports, conferences and overall effectiveness of the quality assurance program for Emergency Service Dispatchers.

EXAMPLES OF WORK PERFORMED

Provides management with input regarding policies and procedures pertaining to the operation of the Center.

Coordinates with Center management to implement changes in procedures.

Develops processes and associated documentation for performance of quality assurance duties.

Confers with Operations Training Coordinator to coordinate remedial and ongoing training relative to total quality assurance.

Serves as supervisor/dispatcher on an as needed basis.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of Emergency Communications Center policies and procedures for the purpose of quality assurance and performance compliance.

Considerable knowledge of communications facilities, equipment and management practices as they pertain to the operation of a centralized public safety communication system.

Considerable knowledge of the types, personnel requirements and uses of firefighting apparatus and police units.

Considerable knowledge of the rules and regulations of the Federal Communications Commission as they pertain to the operation of a centralized emergency communication system.

Considerable knowledge of the names and locations of principal streets and buildings in Lincoln, Nebraska and surrounding villages in Lancaster County.

Ability to perform quality assurance in a fair and objective manner with quantified results as part of a total quality assurance program.

Ability to supervise and motivate personnel, analyze problems and provide Center management with identified solutions.

Ability to represent the Center in a professional manner.

Ability to interact with a variety of people.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent with two years of experience in the process and operation of communication and emergency service equipment utilized in dispatching public safety and medical emergency personnel including six months of experience in a supervisory or training capacity with two years of experience in the dispatch process as well as in the use of equipment utilized by a communications center; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENTS

Current Emergency Medical Dispatch certification through the National Academy of EMD.

Current Emergency Medical Dispatch Quality Assurance (EMDQ) certification through the National Academy of EMD within six months of employment.

Current CPR certification.

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