



Greenwood County, SC

Job Description

FLSA: Non-exempt

Exemption: N/A (Unique and specific examples may alter this designation. Affected employees will be notified by their supervisors).

Class Title: Emergency Communications
Training Coordinator

Department: 911 Surcharge

Pay Grade: 114

Revised: 7/1/15

General Description

The purpose of this class within the organization is to perform administrative and technical tasks; oversees all aspects of the centralized E-911 County emergency 911 dispatch center. Assists with financial aspects of the center which includes fund allocation; develops and implements the operating budget.

Works independently, under limited supervision, reporting major activities through periodic meetings.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this class. Management may assign additional functions related to the type of work of the class as necessary.

Essential Functions:

Assures the operational status of the Greenwood County 911 systems.

Plans, directs and organizes the work of the E911 center, which serves all public safety agencies and citizens within the county.

Develops, reviews and maintains policies and procedures for the department.

Trains all personnel in accordance with state and federal guidelines and requirements.

Ensures that assigned staff follow department policies and procedures.

Provides assistance in receiving and processing emergency calls.

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Additional Duties:

Implements the annual design for Greenwood County E-911 Center.

Interviews, selects and reviews the performance of department staff.

Participates in emergency situation exercises and activities.

Promotes public safety education in the community by speaking at schools, churches and neighborhood functions.

Must be able to respond from home to center when critical emergencies arise.

Performs related work as assigned.

Responsibilities, Requirements and Impacts

Data Responsibility:

Data Responsibility refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Collects, classifies or formats data or information in accordance with a prescribed schema or plan to facilitate the identification and extraction of useful information.

People Responsibility:

People include co-workers, workers in other areas or agencies and the general public.

Provides information, guidance or assistance to people that directly facilitates task accomplishment; may give instructions or assignments to helpers or assistants.

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Asset Responsibility:

Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.

Requires some responsibility for achieving minor economies and/or preventing minor losses through the handling of or accounting for materials, supplies or small amounts of money.

Mathematical Requirements:

Mathematics requires the use of symbols, numbers and formulas to solve mathematical problems.

Uses addition and subtraction, multiplication and division and/or calculates ratios, rates and percentages.

Communications Requirements:

Communications involves the ability to read, write, and speak.

Reads technical instructions, procedures manuals and charts to solve practical problems, such as assembly instruction for tools, routine office equipment operating instructions, and methods and procedures for investigations and in drawing and layout work; composes routine reports and specialized reports, forms, and business letters, with proper format; speaks compound sentences using normal grammar and word form.

Judgment Requirements:

Judgment requirements refer to the frequency and complexity of judgments and decisions given the stability of the work environments, the nature and type of guidance, and the breadth of impact of the judgments and decisions.

Responsible for guiding others, requiring frequent decisions, affecting the individual, co-workers and others who depend on the service or product; works in a somewhat fluid environment with

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rules and procedures, but many variations from the routine.

Complexity of Work:

Complexity addresses the analysis, initiative, ingenuity, concentration and creativity, required by the job and the presence of any unusual pressures present in the job.

Performs coordinating work involving guidelines and rules, with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressures.

Impact of Errors:

Impact of errors refers to consequences such as damage to equipment and property, loss of data, exposure of the organization to legal liability, and injury or death for individuals.

The impact of errors is moderately serious – affects work unit and may affect other units or citizens or loss of life could occur but probability is low.

Physical Demands:

Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.

Performs light to medium work that involves walking or standing virtually all of the time and also involves exerting between 20 and 50 pounds of force on a regular and recurring basis or considerable skill, adeptness and speed in the use of the fingers, hands or limbs in tasks involving close tolerances or limits of accuracy.

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Equipment Usage:

Equipment usage involves responsibility for materials, machines, tools, equipment, work aids, and products.

Leads or handles machines, tools, equipment or work aids involving moderate latitude for judgment regarding attainment of a standard or in selecting appropriate items.

Unavoidable Hazards:

Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.

None.

Safety of Others:

Safety of others refers to the level of responsibility for the safety of others, either inherent in the job or to ensure the safety of the general public. (Does not include safety of subordinates).

Requires responsibility for the safety and health of others and for occasional enforcement of the laws and standards of public health and safety.

Minimum Education and Experience Requirements:

Requires High School graduation or GED equivalent supplemented by specialized courses/training equivalent to completion of one year of college in Emergency Management and First Aid.

Requires two years of supervisory level experience OR an equivalent combination of education, training and experience.

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Special Certifications and Licenses:

NCIC, CPR and EMD certifications.

Successful completion of E911 class at SCCJA (two weeks class).

Americans with Disabilities Act Compliance

Greenwood County is an Equal Opportunity Employer. ADA requires Greenwood County to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

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