

9-1-1 Training & Quality Assurance Supervisor
Emergency Services Department

GENERAL DESCRIPTION:

Employee will perform skilled, technical and administrative work related to the operation of a Public Safety Answering Point and Emergency Operations Center. Work involves coordinating initial training and continuing education for 9-1-1 staff as well as reviewing work of all staff for quality assurance, quality improvement and licensure purposes. Serves as the second in command of the Carteret County 9-1-1 center and is responsible for assisting the Communications Manager in all aspects of 9-1-1 administration.

SKILLS:

Technical knowledge of sophisticated telephone, computer and two-way radio systems required, as well as significant knowledge of state, federal and other standards and regulations which apply to 9-1-1, law enforcement, fire, emergency medical services and emergency management. Employee must possess the ability to exercise sound judgment in emergency situations, personnel matters and be able to instruct others. The ability to utilize standard office, training and specialty computer applications is required along with capability to speak and hear clearly in stressful situations. This position is subject to emergency call-back and filling in on rotating shifts occasionally.

EDUCATION and EXPERIENCE:

Two year degree in criminal justice, emergency medical services, fire service, emergency management with two years of 9-1-1 experience; a two year degree (non-related) in combination with four years of 9-1-1 and public safety service; or a high school diploma with six years of 9-1-1 and public safety experience is preferred. The ability to be certified as a Division of Criminal Information Operator, a Quality Assurance specialist (EMD-Q, EPD-Q, EFD-Q) by the National Academy of Emergency Dispatch, as well as completion of required National Incident Management System training is required within six months. Instructor certification preferred. Various additional certifications required within two years of employment.

Starting Salary - \$33,708 (Exempt)

Excellent Benefits

Closing Date: July 6, 2010

County application form available at ESC and Carteret County website:

<http://www.carteretcountygov.org> <<http://www.carteretcountygov.org>>

Please submit county application (including related certifications) to:

Employment Security Commission

309 Commerce Ave

Morehead City, N. C. 28557