

**HARDIN COUNTY FISCAL COURT
RESOLUTION NO. 2012-144**

BE IT RESOLVED, upon recommendation of Judge/Executive Harry L. Berry, with concurrence of the Resources and Community Support Committee, to approve the following new E-911 Dispatch Center job descriptions:

1. Assistant Terminal Agency Coordinator
2. Executive Officer
3. Certified Training Officer
4. Operations Manager

BE IT FURTHER RESOLVED, upon recommendation of Judge/Executive Harry L. Berry, with concurrence of the Resources and Community Support Committee, to approve revisions to the following E-911 Dispatch Center job descriptions:

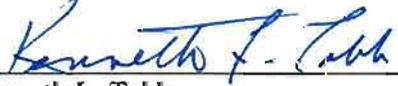
1. E-911 Dispatch Shift Leader
2. Terminal Agency Coordinator

ADOPTED, by Hardin County Fiscal Court in its regular meeting on 25 September 2012



Harry L. Berry
Hardin County Judge/Executive

ATTEST:



Kenneth L. Tabb
Hardin County Clerk

**Hardin County Fiscal Court
Job Description**

Assistant Terminal Agency Coordinator

September 25, 2012

**E-911
Pay Grade 8**

Job Summary

The Assistant Terminal Agency Coordinator (A-TAC) assists the Terminal Agency Coordinator (TAC) in overseeing the operation of the criminal justice information computers to ensure security, confidentiality, and integrity of information maintained in the computer system; assists in monitoring terminal use and enforcing system discipline; assists in the timely and accurate entry/removal of data from the system. He/She assists the TAC in ensuring departmental compliance with National Crime Information Center (NCIC), Law Information Network of Kentucky (LINK), and National Law Enforcement Telecommunications System (NLETS) policies and procedures.

Work is performed under the direct supervision of the Hardin County E-911 TAC with minimum supervision or instruction. The individual must possess a great deal of initiative and independent judgment in carrying out daily work activities.

Major Essential Duties

Performs all major essential duties of the E-911 Dispatcher, plus:

- Assist the TAC in implementing written policies and procedures that relate to the responsibilities, legalities and operational guidelines of the LINK/NCIC system
- Enter/retrieve a variety of data into/from the LINK/NCIC computer system; modify, locate, maintain, save, and/or clear files/records within the database
- Assist the TAC in ensuring all records entered into LINK/NCIC are accurate and kept up-to-date
- Assist the TAC in keeping all terminal operators and Satellite Agencies informed and up-to-date on all policies, procedures and capabilities of the LINK/NCIC Network
- Ensure all hit confirmations are made within ten (10) minutes for urgent requests and within one (1) hour for routine requests by either the Terminal Agency or the Satellite Agency holding the record
- Assist the TAC in ensuring only Satellite Agencies having a signed Criminal History Exchange User Agreement on file with the Terminal Agency receive criminal history data
- Assist the TAC in ensuring second party checks are completed for accuracy
- Assist the TAC in ensuring all documentation supporting LINK/NCIC entries are on file at the Hardin County E-911 Center for each record entered
- Assist the TAC in ensuring LINK/NCIC terminals are placed in secure locations that prohibit unauthorized use or viewing

- Assist the TAC in representing the Hardin County E-911 Center during any audits performed
- Assist the TAC in ensuring that LINK, NCIC and NLETS operational/technical memoranda, newsletters, training materials, manuals or other related documents are distributed to the appropriate personnel and new procedures and capabilities are used when they become available
- Consult with the TAC as needed to coordinate work activities, review status of work, exchange information, or review/resolve problems associated with LINK/NCIC operations in dispatch.

Minor Essential Duties

Performs all minor essential duties required of the E-911 Dispatcher plus:

- Attend LINK User Meetings or CJIS User's Conferences, when required
- Provide backup coverage in the 9-1-1 dispatch area when required
- Perform related duties and responsibilities as required and other duties which may be assigned

Supervisory Responsibility

- None

Relationships

The Assistant Terminal Agency Coordinator performs duties within the E-911 Department under the direct supervision of the E-911 TAC and performs dispatch duties under the direct supervision of the E-911 Dispatch Shift Supervisors

Qualifications

Education and/or Experience

- Graduate of an accredited high school or equivalent
- Prior dispatching or communications experience preferred
- Customer service or complaint resolution experience desired
- Experience in the use of computers and standard communication devices required
- One (1) year previous experience and/or training involving operation of criminal justice information systems, public safety dispatch, law enforcement office support or any combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position

Language Skills

- Ability to respond to inquiries and/or complaints from the general public, employees, regulatory agencies and vendors
- Ability to write reports and business correspondence
- Possess strong oral, written and listening communication skills
- Respond to sensitive inquiries
- Ability to communicate clearly, concisely, and effectively in stressful and/or emergency situations
- Thorough understanding of and be able to communicate in the English language

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals
- Ability to compute ratio and percent

Reasoning Ability

- Solve practical problems
- Interpret a variety of technical and instructional information
- Define problems, collect data, establish facts, and draw valid conclusions
- Make decisions which serve Hardin County's best interest and follow the missions and objectives of the department

Certificates, Licenses, Registrations

- Must possess and maintain a valid motor vehicle operator's license
- Must have successfully completed, or complete within one year of employment, the Basic Telecommunications Academy at the Kentucky Department of Criminal Justice Training Center at Eastern Kentucky University, Richmond, Kentucky, and complete all required annual in-service training to maintain certification
- Must complete forty (40) hour Advanced CJIS/Terminal Agency Coordinator (TAC) training course provided by the Department of Criminal Justice Training Center at Eastern Kentucky University. Course should be completed within six (6) months of position appointment but may be extended based on class availability
- Must possess NCIC/LINK certification and complete all required annual in-service training to maintain certification
- Must possess CPR/AED certification and complete required recertification training to maintain certification
- Must possess Emergency Medical Dispatch Certification (EMD)

Other Knowledge and/or Skills

- Display mature judgment, courtesy, and tact in dealing with the public, elected officials, and government employees
- Work well with other related state, county and municipal departments both within and out of Hardin County
- Communicate both over the phone and radio in a clear and distinct manner that is easily understood by the receiving party
- Multi-task, including receiving and referring a high volume of telephone/radio communication in a busy and/or hectic work environment
- Maintain a calm, professional demeanor under both stressful and undesirable circumstances. The dispatcher must be able to think clearly and act promptly in emergencies situations and under pressure
- Work effectively and efficiently in a moderate to high noise level work environment.
- Knowledge of applicable state and national policies and procedures governing the use of LINK, NCIC, and NLETS
- Thorough knowledge of the state and federal laws, rules and regulations pertaining to the collection, storage, and dissemination of criminal records
- Working knowledge of the CJIS audit program
- Knowledge of LINK/NCIC equipment, software, and protocols
- Ability to operate the LINK/NCIC workstation and printer and troubleshoot applicable related problems
- Ability to handle restricted and confidential information in a professional manner and maintain the information as such
- Ability to establish and maintain effective working relationships with co-workers, the Courts, other law enforcement agencies, County departments and officials, and the public
- Ability to type at a speed necessary for successful job performance and have advanced computer skills as well as good hand-eye coordination
- Knowledge of office practices and administration, proper business English, punctuation, grammar and spelling
- Must be skilled in the effective use of computers and standard office machines, including standard office computer programs for word processing, spreadsheets, visual presentations, and be able to access and effectively use the Internet
- Ability to manage and accomplish multiple priorities and responsibilities with a high level of accuracy
- Possess a thorough geographic knowledge of Hardin County, including cities, highways, landmarks, and surrounding areas

Pre-Employment Requirements

- Must submit to and pass a thorough background investigation, which may include the following:
 - Credit history

- Morality
- Criminal records
- Medical records
- Character of the applicant
- Must not have been convicted of a felony offense or other crimes involving moral turpitude (misdemeanor convictions will be considered on an individual basis)
- Must submit to being fingerprinted
- Must submit to a pre-employment polygraph test
- Must submit to a pre-employment psychological suitability screening
- Must submit to and pass a pre-employment drug screening test
- Must submit to and pass a pre-employment physical exam and audiogram
- Must be a citizen of the United States
- Must be 18 years of age or older

Physical Demands

The physical demands described represents those required to successfully perform the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing job duties, the employee could reasonably be expected to:

Regularly (over 2/3 of regular work day)

Sit
Talk or hear
Use hands to type, handle paper, etc.
Focus on computer screens

Occasionally (under 1/3 of regular work day)

Stand or walk
Reach with hands and arms
Lift and/or move up to 25 pounds

Vision requirements include close, distance, color and peripheral vision,
Depth perception and the ability to adjust focus

Work Environment

The work environment described in preceding paragraphs represents those encountered while performing the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The noise level is usually moderate to high

Comments

- Must display the following
 - Positive communication
 - Objectivity
 - Willingness to solve problems
 - Commitment to serve the county's best interests

- Must adhere to the applicable provisions of the Department Rules and Regulations, The Personnel Policy Manual, the Hardin County Administrative Code, the Kentucky Revised Statutes, and any other procedures, rules, regulations, and policies set forth by appropriate authorities
- Must be neat in appearance
- Must maintain confidentiality when required
- Must have personal integrity and remain free of felony convictions
- Must be able and willing to work varied shifts and be available for overtime when necessary
- Must have and maintain a telephone at own expense

Date Approved: September 25, 2012



Harry L. Berry
Hardin County Judge/Executive

Hardin County Fiscal Court Job Description

Executive Officer

September 25, 2012

E-911

Pay Grade 12

Job Summary

The E-911 Executive Officer assists the Deputy Director direct and manage the day-to-day activities of the Communications/Dispatch operations. The incumbent identifies, recommends, and implements improvements and changes in the 9-1-1 public safety dispatch field and ensures proficiency, uniformity, and compliance with standard operating procedures. This position requires substantial judgment and discretion. He/She also supports and assists the E-911 Deputy Director in the overall administration, management, planning, organizing, and staffing of the department and in the development, enforcement and implementation of policies, procedures and standards.

Work is performed with minimum supervision requiring sound judgment, good leadership, initiative, constructive supervisory techniques, and with considerable latitude to develop new or improved techniques and methods of obtaining effective results and overcoming unusual problems.

Major Essential Duties

- Evaluate Shift Leader/Dispatcher performance through observation, review of computer entries, and/or tape logs and provide positive feedback and constructive criticism as appropriate; and identify and recommend improvements
- Monitor performance issues and concerns and discuss notable performance or performance concerns with the E-911 Deputy Director
- Recommend, develop and implement program and policy changes relating to Communications and Dispatch operations
- Review and approve evaluations completed by trainers during introductory period
- Develop plans for achieving program objectives and operational goals, drafts, or modified procedures and guidelines as necessary to meet challenges, legal issues, and changes
- Analyze, recommend, and implement policies, procedures, and standards for department-wide application to promote the efficient and effective operation of assigned functions
- Make recommendations regarding disciplinary actions
- Oversee resolution of inquiries, problems, complaints, or emergencies affecting availability or quality of services; respond to the most sensitive, complex inquiries or service complaints with approval of the E-911 Deputy Director
- Ensure efficient operation of GIS/GPS mapping functions at E-911
- Serve as GIS/GPS Technician as required
- Provide the development, review, accuracy, currency, publication, and distribution of policy and procedures manuals, standard operating procedures (SOP's), training manuals, and related documents

- Respond, when directed, to the 9-1-1 Center in the event of disasters, catastrophic emergencies, and CAD system malfunctions

Minor Essential Duties

- Serve as Acting Director when assigned
- Demonstrate continuous efforts to improve operations and streamline work processes to provide quality service
- Perform other related duties as assigned

Supervisory Responsibility

- Supervise E-911 Dispatch Shift Leaders and the GIS/GPS Technician within the E-911 Department which may include the following:
 - Assist with hiring, training, development and work assignment
 - Evaluate job performance

Relationships

The E-911 Executive Officer performs duties within the E-911 Department under the direct supervision of the E-911 Deputy Director.

Qualifications

Education and/or Experience

- Graduate of an accredited high school or equivalent
- Associates Degree in Law Enforcement, Business or Public Administration, or related field is preferred
- Five (5) years of progressively responsible professional/administrative work experience related to the duties and responsibilities of this position, including three (3) years of management/supervisory experience; management experience in 9-1-1 emergency communications or public safety field is desired; or any equivalent combination of related education and experience which provides the applicant with the desired skills, knowledge, and ability required
- Minimum of two (2) years emergency dispatch experience required

Language Skills

- Ability to read, analyze, and interpret policies, procedures, professional publications, government regulations, financial reports, and legal documents
- Ability to respond to sensitive inquiries and complaints from employees, regulatory agencies, vendors and the public
- Ability to write reports and business correspondence, and policy and procedure documents

- Possess strong oral, written, and listening communication skills
- Possess a thorough understanding of and be able to communicate in the English language
- Ability to make effective presentations on complex topics to employees, public groups, business committee members, elected officials or other members of government organizations

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals
- Ability to compute ratio and percent, and to draw and interpret graphs
- Ability to apply concepts of algebra and statistics as needed

Reasoning Ability

- Solve practical problems while dealing with several abstract and concrete variables
- Interpret an extensive variety of complex technical and instructional information
- Make decisions which serve the best interest of Hardin County and impact the areas over which authority is exerted
- Draw reasonable and logical conclusions from information which may be disjointed
- Ability to analyze situations thoroughly, identify potential problems, and find effective solutions
- Ability to apply critical thinking, problem solving, and collaborative approaches to improving program services

Certificates, Licenses, Registrations

- Must possess and maintain a valid motor vehicle operator's license
- Must have successfully completed the Basic Telecommunications Academy at the Kentucky Department of Criminal Justice Training Center at Eastern Kentucky University, Richmond, Kentucky, and complete all required annual in-service training to maintain certification within one year of hire
- Must possess NCIC/LINK certification and complete all required annual in-service training to maintain certification within one year of hire
- Must possess CPR/AED certification and complete required recertification training to maintain certification within one year of hire
- Must possess Emergency Medical Dispatch Certification (EMD) within one year of hire

Other Knowledge and/or Skills

- Knowledge of principles and practices of personnel management, including supervision, training, performance evaluation, and dispatcher training programs
- Ability to manage and accomplish multiple priorities and diverse responsibilities with a high level of accuracy
- Possess leadership qualities such as adaptability, flexibility, dependability, punctuality, and accountability through quick, effective responses to change

- Possess an ability to effectively monitor own progress and reassess change or adjust priorities
- Possess an ability to maintain a calm, professional demeanor in stressful situations and assist other staff in appropriately handling stressful situations
- Possess ability to think clearly and act promptly in emergency situations and under pressure
- Must type at a speed necessary for successful job performance and possess advanced computer skills as well as good hand-eye coordination
- Possess a thorough geographic knowledge of Hardin County, including cities, highways, landmarks, and surrounding areas

Pre-Employment Requirements

- Must submit to and pass a thorough background investigation, which may include the following:
 - Credit history
 - Morality
 - Criminal records
 - Medical records
 - Character of the applicant
- Must not have been convicted of a felony offense or other crimes involving moral turpitude (misdemeanor convictions will be considered on an individual basis)
- Must submit to being fingerprinted
- Must submit to a pre-employment polygraph test
- Must submit to a pre-employment psychological suitability screening
- Must submit to and pass a pre-employment drug screening test
- Must submit to and pass a pre-employment physical exam and audiogram
- Must be a citizen of the United States
- Must be 21 years of age or older

Physical Demands

The physical demands described represents those required to successfully perform the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing job duties, the employee could reasonably be expected to:

Regularly (over 2/3 of regular work day)

Sit
Talk or hear
Use hands to type, handle paper, etc.
Focus on computer screens

Occasionally (under 1/3 of regular work day)

Stand or walk
Reach with hands and arms
Lift and/or move up to 25 pounds

Vision requirements include close, distance, color and peripheral vision, depth perception and the ability to adjust focus

Work Environment

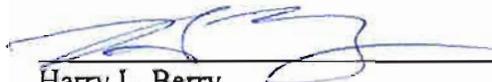
The work environment described in preceding paragraphs represents those encountered while performing the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The noise level is usually moderate to high.

Comments

- Must display the following
 - Positive communication
 - Objectivity
 - Willingness to solve problems
 - Commitment to serve the county's best interests
- Must adhere to the applicable provisions of the Department Rules and Regulations, The Personnel Policy Manual, the Hardin County Administrative Code, the Kentucky Revised Statutes, and any other procedures, rules, regulations, and policies set forth by appropriate authorities
- Must be neat in appearance
- Must have personal integrity and remain free of felony convictions
- Must have and maintain a telephone at own expense

Date Approved: September 25, 2012



Harry L. Berry
Hardin County Judge/Executive

**Hardin County Fiscal Court
Job Description**

Certified Training Officer

September 25, 2012

E-911

Pay Grade 9

Job Summary

The purpose of the Certified Training Officer position is to oversee the planning, coordination, synchronization, and researching of training for all E-911 Dispatchers.

Major Essential Duties

Performs all major essential duties of the E-911 Dispatcher plus:

- Evaluate Shift Leader/Dispatcher performance through observation, review of computer entries, and/or tape logs and provide positive feedback and constructive criticism as appropriate; and identify and recommend improvements
- Monitor performance issues and concerns and discuss notable performance or performance concerns with the E-911 Deputy Director and/or Executive Officer
- Assist the Executive Officer and the Operations Manager in providing the development, review, accuracy, currency, publication, and distribution of policy and procedures manuals, standard operating procedures (SOP's), training manuals, and related documents
- Review doctrine pertaining to all security and safety regulations imposed on the E-911 Center
- Prepare information and decision briefings to assist the Deputy Director and Executive Officer in making training decisions
- Conduct routine inspections relating to training goals and forwards findings to Deputy Director and Executive Officer
- Assist the Operations Manager in scheduling required and/or remedial training for dispatchers
- Acts as primary instructor on all in house training events
- Assists in formulating strategic programming and planning of all training

Minor Essential Duties

Performs all minor essential duties of the E-911 Dispatcher plus:

- Participates in all programming and budget activities associated with training
- Formulates and recommends internal operating policies and procedures
- Broad knowledge of the principles and technical concepts of the training functional area as it pertains the operation of the E-911 Center
- Validates training conducted and conducts a "lesson learned" with each training session

Relationships

The E-911 Certified Training Officer performs duties within the E-911 Department under the direct supervision of the E-911 Deputy Director and the Executive Officer.

Supervisory Responsibility

- None

Qualifications

Education and Experience

- Must be a citizen of the United States
- Must be at least 18 years of age
- High school diploma or GED
- Minimum of two (2) years emergency dispatch experience required
- Previous supervisory/leadership experience desired but not required

Language Skills

- Read, write, speak, and understand the English language
- Read, analyze, interpret and relay policies, procedures, professional publications, government regulations, and legal documents
- Respond to sensitive inquiries or complaints from the general public in a mature and professional manner
- Strong oral, written, and listening skills
- Prepares reports and correspondence

Reasoning Ability

- Defines problems, collects data, establishes facts, and draws valid conclusions
- Remains calm, shows empathy, conveys reassurance and presents a calm demeanor in spite of all factors while taking information from callers who may be excited, verbally abusive, incoherent, intoxicated, or hysterical
- Develops a sense of call interpretation and decision making/problem solving skills
- Ability to draw reasonable and logical conclusions from information that may be disjointed
- Interprets an extensive variety of complex and technical information and instructions
- Solves practical problems and deals with several abstract and concrete variables
- Makes reasonable decisions that serve the best interest of both Hardin County and its citizens

Certificates, Licenses, Registrations

- Must possess and maintain a valid motor vehicle operator's license.

E-911 Certified Training Officer

September 25, 2012

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- Must have successfully completed the Basic Telecommunications Academy at the Kentucky Department of Criminal Justice Training Center at Eastern Kentucky University, Richmond, Kentucky, and completed all required annual in-service training to maintain certification.
- Must complete eight (8) hours advanced telecommunications or leadership development in-service training annually
- CPR/AED Certification
- Emergency Medical Dispatch Certification (EMD)
- NCIC/LINK Certification

Other Knowledge, Skills and Abilities

Performs those of the E-911 Dispatcher and must have the ability to:

- Demonstrate leadership qualities such as adaptability, flexibility, dependability, punctuality, and accountability through quick, effective responses to change; demonstrates an ability to effectively monitor own progress and reassess change or adjust priorities
- Demonstrates an ability to remain calm in stressful situations and assist other staff to appropriately handle stressful situations
- Displays mature judgment, courtesy, and tact in dealing with the public, elected officials, and government employees
- Reads, interprets, applies, and clearly explains rules, regulations, policies, and procedures
- Establishes and maintains effective working relationships with subordinates, co-workers, and agencies both within and outside Hardin County, and the public
- Communicates, both over the phone and radio, in a clear and distinct manner that is easily understood by the receiving party
- Manages and accomplishes multiple tasks and priorities in a timely manner including receiving and referring a high volume of telephone/radio communication in a busy and/or hectic work environment
- Maintains a calm professional demeanor under both stressful and undesirable circumstances. The Shift Supervisor must be able to think clearly and act promptly in emergencies situations and under pressure.
- Must work effectively and efficiently in a moderate to high noise level work environment
- Types at a speed necessary for successful job performance and have advanced computer skills as well as good hand-eye coordination
- Must have a thorough geographic knowledge of Hardin County, including cities, highways, landmarks, and surrounding areas

Pre-Employment Requirements

- Must submit to and pass a thorough background investigation. This investigation may include inquiry as to credit history, morality, criminal records, medical records, and character of the applicant

- Must not have felony offense conviction or other crimes involving moral turpitude (misdemeanor convictions will be considered on an individual basis)
- Must submit to being fingerprinted
- Must submit to a pre-employment polygraph test
- Must submit to a pre-employment psychological suitability screening
- Must submit to and pass a pre-employment drug screening test
- Must submit to and pass a pre-employment physical exam and audiogram

Physical Requirements

The physical demands described represents those required to successfully perform the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must maintain physical ability to perform the job as required or determined by a periodic physical exam. This policy will not infringe on rights provided by the American Disabilities Act.

While performing job duties, the employee could reasonably be expected to:

Regularly (over 2/3 of regular work day)

Sit
Talk or hear
Use hands to type, handle paper, etc.
Focus on computer screens

Occasionally (under 1/3 of regular work day)

Stand or walk
Reach with hands and arms
Lift and/or move up to 25 pounds
Drive a vehicle

Vision requirements include close, distance, color, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment and Special Requirements

- Must be able and willing to work varied shifts, weekends, holidays, and be available for overtime when necessary
- Must be a law abiding citizen of high moral character and integrity
- Must have a landline telephone or cell phone at own expense

Comments

- Must display the following: positive communication, objectivity, willingness to solve problems, commitment to serve the county's best interests
- Must adhere to the applicable provisions of the Department Rules and Regulations, The Personnel Policy Manual; the Hardin County Administrative Code, the Kentucky Revised Statutes, and any other procedures, rules, regulations, and policies set forth by appropriate authorities

Non-Exempt

- Must be neat in appearance
- Must maintain confidentiality when required
- Must have personal integrity and remain free of felony convictions
- Must be able and willing to work varied shifts and be available for overtime when necessary
- Must have and maintain a telephone at own expense

Date Approved: September 25, 2012


Harry L. Berry
Hardin County Judge Executive

Hardin County Fiscal Court Job Description

Operations Manager

September 25, 2012

E-911

Pay Grade 10

Job Summary

The E-911 Operations Manager is responsible for providing administrative and clerical support to the Hardin County E-911 Center. Work is performed under general supervisory guidelines and requires the use of independent judgment in the completion of assigned duties. Duties require thorough knowledge of the various operations of the E-911 Center. Work is reviewed periodically through reports, discussion, observations and achieved results.

Major Essential Duties

- Assist the Executive Officer with evaluating and verifying employee performance through the review of work techniques
- Identify staff development and training needs and coordinate training to correct job deficiencies
- Serve as the Official Records Custodian for Hardin Co. E-911
- Respond to subpoenas and testify in court regarding records related issues
- Research and process public disclosure and user agency requests for public records
- Prepare audible telephone and radio transmissions for release
- Support and assist the E-911 Deputy Director in preparation and justification of departmental budgets based on staffing, resource requirements and departmental plans, goals, and objectives
- Control expenditures within authority and assure adherence to approved budget allocations
- Maintain the Computer Aided Dispatch (CAD) system to include adding/deleting personnel upon hire or termination, maintaining sites, premises, nature codes and modules, and assigning unit numbers; work directly with the CAD vendor to troubleshoot or resolve problems or issues with the system
- Work closely with telephone companies providing ANI/ALI information and update the MSAG database as necessary
- Schedule pre-employment testing and coordinate arrangements for new employee training
- Ensure proper functioning of assigned staff; effective planning and organization of workloads, scheduling, and assignments
- Maintain employee daily attendance records and prepare bi-weekly payroll report
- Prepare, maintain and update confidential department and personnel files
- Operate a personal computer, general office equipment, or other equipment as necessary to complete essential functions to include: word processing, spreadsheets, databases, e-mail, internet, and other computer programs

- Provide the development, review, accuracy, currency, publication, and distribution of policy and procedures manuals, standard operating procedures (SOP's), training manuals, and related documents
- Keep Deputy Director and/or Executive Officer informed of significant items requiring review or action

Minor Essential Duties

- Assist in the communications area and provide backup 9-1-1 dispatch coverage when required
- Assist co-workers with tasks as needed
- Perform sensitive and confidential administrative duties for the E-911 Deputy Director
- Compose correspondence and reports; proofread and edit correspondence, reports, or other written communications
- Research, collect, analyze, and compile information for reports or other special projects and assignments
- Issue building/locker keys, uniforms, dispatch headsets, and employee ID cards and maintain receipt logs for each
- Organize and maintain a records system for storing and retrieving office files and records
- Monitor and maintain inventory of equipment and supplies; ensure availability of adequate materials to conduct work activities
- Purchase or arrange the purchase of office supplies either online, by telephone, or in person
- Perform other duties as assigned by the E-911 Deputy Director
- Perform basic maintenance of office equipment and contact repair personnel when required

Supervisory Responsibility

- Supervise the part-time Custodian within the E-911 Department
- Temporary supervisory responsibilities may be delegated to the Operations Manager in emergency situations by the E-911 Deputy Director or Executive Officer

Relationships

The E-911 Operations Manager performs duties within the E-911 Department under the direct supervision of the E-911 Deputy Director

Qualifications

Education and/or Experience

- Graduate of an accredited high school or equivalent
- College credits in related fields preferred
- Prior experience in office and administrative procedures and practices or willingness to learn said practices

- Experience in emergency service operations or emergency dispatch is preferred

Language Skills

- Ability to respond to inquiries and/or complaints from employees, regulatory agencies and vendors
- Ability to write reports and business correspondence
- Possess strong oral, written and listening communication skills
- Respond to sensitive inquiries
- Possess a thorough understanding of and be able to communicate in the English language

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals
- Ability to compute ratio and percent

Reasoning Ability

- Define problems, collect data, establish facts, and draw valid conclusions
- Interpret a variety of technical and instructional information
- Make decisions which serve Hardin County's best interest and follow the missions and objectives of the department

Certificates, Licenses, Registrations

- Must possess and maintain a valid motor vehicle operator's license
- Must have successfully completed, or complete within one year of employment, the Basic Telecommunications Academy at the Kentucky Department of Criminal Justice Training Center at Eastern Kentucky University, Richmond, Kentucky, and complete all required annual in-service training to maintain certification
- Must possess NCIC/LINK certification and complete all required annual in-service training to maintain certification within one year of employment
- Must possess CPR/AED certification and complete required recertification training to maintain certification within one year of employment
- Must possess Emergency Medical Dispatch Certification (EMD) within one year of employment

Other Knowledge and/or Skills

- Knowledge of office practices and administration, proper business English, punctuation, grammar and spelling.

- Ability to use mature judgment, courtesy, and tact in dealing with the public, elected officials, and government employees
- Ability to effectively use computers and standard office machines, including
 - Standard office computer programs for word processing such as Microsoft Word
 - Spreadsheets such as Microsoft Excel
 - Visual presentations such as Microsoft Power Point
 - Access and effectively use the Internet
- Ability to type at a speed necessary for successful job performance
- Ability to manage and accomplish multiple priorities and responsibilities with a high level of accuracy
- Possess a thorough geographic knowledge of Hardin County, including cities, highways, landmarks, and surrounding areas

Pre-Employment Requirements

- Must submit to and pass a thorough background investigation, which may include the following:
 - Credit history
 - Morality
 - Criminal records
 - Medical records
 - Character of the applicant
- Must not have been convicted of a felony offense or other crimes involving moral turpitude (misdemeanor convictions will be considered on an individual basis)
- Must submit to being fingerprinted
- Must submit to a pre-employment polygraph test
- Must submit to a pre-employment psychological suitability screening
- Must submit to and pass a pre-employment drug screening test
- Must submit to and pass a pre-employment physical exam and audiogram
- Must be a citizen of the United States
- Must be 18 years of age or older

Physical Demands

The physical demands described represents those required to successfully perform the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing job duties, the employee could reasonably be expected to:

Regularly (over 2/3 of regular work day)

Sit
Talk or hear

Occasionally (under 1/3 of regular work day)

Stand or walk
Reach with hands and arms

Use hands to type, handle paper, etc.
Focus on computer screens

Lift and/or move up to 25 pounds
Drive a vehicle

Vision requirements include close, distance, color and peripheral vision,
Depth perception and the ability to adjust focus

Work Environment

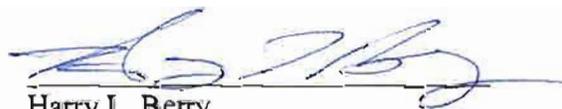
The work environment described in preceding paragraphs represents those encountered while performing the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The noise level is usually moderate to high.

Comments

- Must display the following
 - Positive communication
 - Objectivity
 - Willingness to solve problems
 - Commitment to serve the county's best interests
- Must adhere to the applicable provisions of the Department Rules and Regulations, The Personnel Policy Manual, the Hardin County Administrative Code, the Kentucky Revised Statutes, and any other procedures, rules, regulations, and policies set forth by appropriate authorities
- Must be neat in appearance
- Must maintain confidentiality when required
- Must have personal integrity and remain free of felony convictions
- Must have and maintain a telephone at own expense
- Must be able and willing to work varied shifts and be available for overtime when necessary

Date Approved: 25 September 2012



Harry L. Berry
Hardin County Judge/Executive

**Hardin County Fiscal Court
Job Description**

E-911 Dispatch Shift Leader

September 25, 2012

E-911

Pay Grade 9

Job Summary

Under the general direction of the E-911 Deputy Director, the Dispatch Shift Leader serves as a working supervisor. In addition to working a dispatch position, performing the full range of call taking and dispatch functions, Shift Leaders also direct and supervise subordinate staff. This position involves awareness and knowledge of all activities taking place within the E-911 Center during their assigned shift and the ultimate responsibility for the outcome of those activities. In recognition of the need to maintain high standards and morale among the dispatch staff, each Shift Leader works in close cooperation with the Deputy Director and the Executive Officer in matters pertaining to the overall improvement of all phases of the operation.

Major Essential Duties

Performs all major essential duties of the E-911 Dispatcher, plus:

- Supervises assigned staff, including assigning, advising, assisting, motivating, and training as necessary
- Evaluates shift operations through personal observation of dispatchers and recommend improvements or modifications to work practices and employee performance as appropriate
- Monitors CAD (Computer Aided Dispatch) activities at each console to ensure details are being properly handled. Randomly review computer run sheets for accuracy and to ensure details/information are being properly recorded
- Works proactively with staff to resolve performance or personnel issues at the lowest level
- Identifies issues and implements basic corrective actions including oral counseling and oral warnings. Discusses need for further corrective action with E-911 Deputy Director as appropriate.
- Documents situations which may be cause for disciplinary action and provide this information to the Deputy Director
- Instructs personnel on proper equipment usage and troubleshoots and resolves problems with equipment and systems
- Establishes and maintains cooperative and productive working relationships with co-workers and other emergency agencies using tact, patience, and courtesy
- Is knowledgeable of NCIC/LINK policies and rules and ensures all subordinates are properly trained to handle all aspects of the NCIC/LINK system
- Ensures NCIC/LINK entries are completed accurately and in a timely manner

E-911 Dispatch Shift Leader

September 25, 2012

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- Interprets, applies, and explains administrative and departmental policies and procedures
- Responds, when directed, to the 9-1-1 Center in the event of disasters, catastrophic emergencies, and CAD system malfunctions

Minor Essential Duties

Performs all minor essential duties required of the E-911 Dispatcher plus:

- Ensures housekeeping duties are being carried out and that the dispatch and common areas are in a neat and orderly manner prior to shift change
- Monitors databases to ensure all are being properly maintained and updated by staff
- Demonstrates continuous effort to improve operations, streamline work process, and work cooperatively and jointly to provide quality service to other emergency agencies as well as the general public
- Performs other duties as assigned

Supervisory Responsibility

- Supervise E-911 Dispatchers in the E-911 Department which may include the following:
 - Assist with training, development and work assignment
 - Evaluate job performance

Relationships

The E-911 Dispatch Shift Leader performs duties within the E-911 Department under the direct supervision of the E-911 Deputy Director and the Executive Officer.

Qualifications

Education and Experience

- Must be a citizen of the United States
- Must be at least 18 years of age
- High school diploma or GED
- Minimum of two (2) years emergency dispatch experience required
- Previous supervisory/leadership experience desired but not required

Language Skills

- Read, write, speak, and understand the English language
- Read, analyze, interpret and relay policies, procedures, professional publications, government regulations, and legal documents
- Respond to sensitive inquiries or complaints from the general public in a mature and professional manner
- Strong oral, written, and listening skills
- Prepares reports and correspondence

Reasoning Ability

- Defines problems, collects data, establishes facts, and draws valid conclusions
- Remains calm, shows empathy, conveys reassurance and presents a calm demeanor in spite of all factors while taking information from callers who may be excited, verbally abusive, incoherent, intoxicated, or hysterical
- Develops a sense of call interpretation and decision making/problem solving skills
- Ability to draw reasonable and logical conclusions from information that may be disjointed
- Interprets an extensive variety of complex and technical information and instructions
- Solves practical problems and deals with several abstract and concrete variables
- Makes reasonable decisions that serve the best interest of both Hardin County and its citizens

Certificates, Licenses, Registrations

- Must possess and maintain a valid motor vehicle operator's license.
- Must have successfully completed the Basic Telecommunications Academy at the Kentucky Department of Criminal Justice Training Center at Eastern Kentucky University, Richmond, Kentucky, and completed all required annual in-service training to maintain certification.
- Must complete eight (8) hours advanced telecommunications in-service training annually
- CPR/AED Certification
- Emergency Medical Dispatch Certification (EMD)
- NCIC/LINK Certification

Other Knowledge, Skills and Abilities

Performs those of the E-911 Dispatcher and must have the ability to:

- Demonstrate leadership qualities such as adaptability, flexibility, dependability, punctuality, and accountability through quick, effective responses to change; demonstrates an ability to effectively monitor own progress and reassess change or adjust priorities
- Demonstrates an ability to remain calm in stressful situations and assist other staff to appropriately handle stressful situations
- Displays mature judgment, courtesy, and tact in dealing with the public, elected officials, and government employees
- Reads, interprets, applies, and clearly explains rules, regulations, policies, and procedures
- Establishes and maintains effective working relationships with subordinates, co-workers, and agencies both within and outside Hardin County, and the public
- Communicates, both over the phone and radio, in a clear and distinct manner that is easily understood by the receiving party

- Manages and accomplishes multiple tasks and priorities in a timely manner including receiving and referring a high volume of telephone/radio communication in a busy and/or hectic work environment
- Maintains a calm professional demeanor under both stressful and undesirable circumstances. The Shift Supervisor must be able to think clearly and act promptly in emergencies situations and under pressure.
- Must work effectively and efficiently in a moderate to high noise level work environment
- Types at a speed necessary for successful job performance and have advanced computer skills as well as good hand-eye coordination
- Must have a thorough geographic knowledge of Hardin County, including cities, highways, landmarks, and surrounding areas

Pre-Employment Requirements

- Must submit to and pass a thorough background investigation. This investigation may include inquiry as to credit history, morality, criminal records, medical records, and character of the applicant
- Must not have felony offense conviction or other crimes involving moral turpitude (misdemeanor convictions will be considered on an individual basis)
- Must submit to being fingerprinted
- Must submit to a pre-employment polygraph test
- Must submit to a pre-employment psychological suitability screening
- Must submit to and pass a pre-employment drug screening test
- Must submit to and pass a pre-employment physical exam and audiogram

Physical Demands

The physical demands described represents those required to successfully perform the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must maintain physical ability to perform the job as required or determined by a periodic physical exam. This policy will not infringe on rights provided by the American disabilities Act.

While performing job duties, the employee could reasonably be expected to:

Regularly (over 2/3 of regular work day)

Sit
Talk or hear
Use hands to type, handle paper, etc.
Focus on computer screens

Occasionally (under 1/3 of regular work day)

Stand or walk
Reach with hands and arms
Lift and/or move up to 25 pounds
Drive a vehicle

Vision requirements include close, distance, color, peripheral vision, depth perception, and the ability to adjust focus.

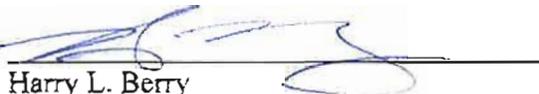
Work Environment and Special Requirements

- Must be able and willing to work varied shifts, weekends, holidays, and be available for overtime when necessary
- Must be a law abiding citizen of high moral character and integrity
- Must have a landline telephone or cell phone at own expense

Comments

- Must display the following
 - Positive communication
 - Objectivity
 - Willingness to solve problems
 - Commitment to serve the county's best interests
- Must adhere to the applicable provisions of the Department Rules and Regulations, The Personnel Policy Manual, the Hardin County Administrative Code, the Kentucky Revised Statutes, and any other procedures, rules, regulations, and policies set forth by appropriate authorities
- Must be neat in appearance
- Must maintain confidentiality when required
- Must have personal integrity and remain free of felony convictions
- Must be able and willing to work varied shifts and be available for overtime when necessary
- Must have and maintain a telephone at own expense

Date Approved: September 25, 2012


Harry L. Berry
Hardin County Judge/Executive

**Hardin County Fiscal Court
Job Description**

Terminal Agency Coordinator

September 25, 2012

E-911

Pay Grade 10

Job Summary

The Terminal Agency Coordinator (TAC) serves as a liaison between the Control Terminal Agency (Kentucky State Police) and the Satellite (non-terminal) Agencies served by the Hardin County E-911 Center. The incumbent oversees the operation of the criminal justice information computers to ensure security, confidentiality, and integrity of information maintained in the computer system; monitors terminal use and enforces system discipline; and is ultimately responsible for the timely and accurate entry/removal of data from the system. He/She ensures departmental compliance with National Crime Information Center (NCIC), Law Information Network of Kentucky (LINK), and National Law Enforcement Telecommunications System (NLETS) policies and procedures.

Work is performed under the direct supervision of the Hardin County E-911 Deputy Director with minimum supervision or instruction. The individual must possess a great deal of initiative and independent judgment in carrying out daily work activities.

Major Essential Duties

- Establish, implement, and update written policies and procedures that relate to the responsibilities, legalities and operational guidelines of the LINK/NCIC system
- Enter/retrieve a variety of data into/from the LINK/NCIC computer system; modify, locate, maintain, save, and/or clear files/records within the database
- Ensure all records entered into LINK/NCIC are accurate and kept up-to-date
- Keep all terminal operators and Satellite Agencies informed and up-to-date on all policies, procedures and capabilities of the LINK/NCIC Network
- Ensure all hit confirmations are made within ten (10) minutes for urgent requests and within one (1) hour for routine requests by either the Terminal Agency or the Satellite Agency holding the record
- Ensure monthly validation listing for the Terminal Agency is completed and maintained on file at the E-911 Center for a period of one (1) year
- Ensure each Satellite Agency receives and completes its monthly validations listing
- Ensure the validation certification letters for the Terminal Agency and any Satellite Agency are signed and returned by the due date, and a teletype is sent to the LINK Coordinator by the due date
- Maintain a signed Exchange/User Agreement for each Satellite Agency
- Ensure only Satellite Agencies having a signed Criminal History Exchange User Agreement on file with the Terminal Agency receive criminal history data

- Ensure second party checks are completed for accuracy
- Ensure all documentation supporting LINK/NCIC entries are on file at the Hardin County E-911 Center for each record entered
- Ensure a dissemination log is maintained for criminal history information disseminated outside of the agency
- Ensure LINK/NCIC terminals are placed in secure locations that prohibit unauthorized use or viewing
- Represent the Hardin County E-911 Center during any audits performed.
- Ensure employees certified to operate a terminal are entered in the LINK database and that all employees who are no longer certified are deleted from the LINK database
- Ensure that LINK, NCIC and NLETS operational/technical memoranda, newsletters, training materials, manuals or other related documents are distributed to the appropriate personnel and new procedures and capabilities are used when they become available
- Consult with Dispatch Shift Leaders as needed to coordinate work activities, review status of work, exchange information, or review/resolve problems associated with LINK/NCIC operations in dispatch.

Minor Essential Duties

- Attend LINK User Meetings or CJIS User Conferences, when possible
- Provide backup coverage in the 9-1-1 dispatch area when required
- Serve as back-up support for the Executive Officer and the Operations Manager
- Perform related duties and responsibilities as required and other duties which may be assigned

Supervisory Responsibility

- Supervise the Assistant TAC within the E-911 Department

Relationships

The E-911 Terminal Agency Coordinator performs duties within the E-911 Department under the direct supervision of the E-911 Deputy Director

Qualifications

Education and/or Experience

- Graduate of an accredited high school or equivalent
- Two (2) years previous experience and/or training involving operation of criminal justice information systems, public safety dispatch, law enforcement office support or any combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position

Language Skills

- Ability to respond to inquiries and/or complaints from employees, regulatory agencies and vendors
- Ability to write reports and business correspondence
- Possess strong oral, written and listening communication skills
- Respond to sensitive inquiries
- Thorough understanding of and be able to communicate in the English language

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals
- Ability to compute ratio and percent

Reasoning Ability

- Define problems, collect data, establish facts, and draw valid conclusions
- Interpret a variety of technical and instructional information
- Make decisions which serve Hardin County's best interest and follow the missions and objectives of the department

Certificates, Licenses, Registrations

- Must possess and maintain a valid motor vehicle operator's license
- Must have successfully completed, or complete within one year of employment, the Basic Telecommunications Academy at the Kentucky Department of Criminal Justice Training Center at Eastern Kentucky University, Richmond, Kentucky, and complete all required annual in-service training to maintain certification
- Must complete forty (40) hour Advanced CJIS/Terminal Agency Coordinator (TAC) training course provided by the Department of Criminal Justice Training Center at Eastern Kentucky University. Course should be completed within six (6) months of position appointment but may be extended based on class availability
- Must possess NCIC/LINK certification and complete all required annual in-service training to maintain certification
- Must possess CPR/AED certification and complete required recertification training to maintain certification
- Must possess Emergency Medical Dispatch Certification (EMD)

Other Knowledge and/or Skills

- Knowledge of applicable state and national policies and procedures governing the use of LINK, NCIC, and NLETS
- Thorough knowledge of the state and federal laws, rules and regulations pertaining to the collection, storage, and dissemination of criminal records

- Working knowledge of the CJIS audit program
- Knowledge of LINK/NCIC equipment, software, and protocols
- Ability to operate the LINK/NCIC workstation and printer and troubleshoot applicable related problems
- Ability to handle restricted and confidential information in a professional manner and maintain the information as such
- Ability to establish and maintain effective working relationships with co-workers, the Courts, other law enforcement agencies, County departments and officials, and the public
- Ability to type at a speed necessary for successful job performance and have advanced computer skills as well as good hand-eye coordination
- Knowledge of office practices and administration, proper business English, punctuation, grammar and spelling
- Must be skilled in the effective use of computers and standard office machines, including
 - Standard office computer programs for word processing such as Microsoft Word
 - Spreadsheets such as Microsoft Excel
 - Visual presentations such as Microsoft Power Point
 - Access and effectively use the Internet
- Ability to manage and accomplish multiple priorities and responsibilities with a high level of accuracy
- Possess a thorough geographic knowledge of Hardin County, including cities, highways, landmarks, and surrounding areas

Pre-Employment Requirements

- Must submit to and pass a thorough background investigation, which may include the following:
 - Credit history
 - Morality
 - Criminal records
 - Medical records
 - Character of the applicant
- Must not have been convicted of a felony offense or other crimes involving moral turpitude (misdemeanor convictions will be considered on an individual basis)
- Must submit to being fingerprinted
- Must submit to a pre-employment polygraph test
- Must submit to a pre-employment psychological suitability screening
- Must submit to and pass a pre-employment drug screening test
- Must submit to and pass a pre-employment physical exam and audiogram
- Must be a citizen of the United States
- Must be 18 years of age or older

Physical Demands

The physical demands described represent those required to successfully perform the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing job duties, the employee could reasonably be expected to:

Regularly (over 2/3 of regular work day)

Sit
Talk or hear
Use hands to type, handle paper, etc.
Focus on computer screens

Occasionally (under 1/3 of regular work day)

Stand or walk
Reach with hands and arms
Lift and/or move up to 25 pounds
Drive a vehicle

Vision requirements include close, distance, color and peripheral vision,
Depth perception and the ability to adjust focus

Work Environment

The work environment described in preceding paragraphs represents those encountered while performing the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The noise level is usually moderate to high.

Comments

- Must display the following
 - Positive communication
 - Objectivity
 - Willingness to solve problems
 - Commitment to serve the county's best interests
- Must adhere to the applicable provisions of the Department Rules and Regulations, The Personnel Policy Manual, the Hardin County Administrative Code, the Kentucky Revised Statutes, and any other procedures, rules, regulations, and policies set forth by appropriate authorities
- Must be neat in appearance
- Must maintain confidentiality when required
- Must have personal integrity and remain free of felony convictions
- Must be able and willing to work varied shifts and be available for overtime when necessary
- Must have and maintain a telephone at own expense

Date Approved: *September 25, 2012*



Harry L. Berry
Hardin County Judge/Executive