

**HARDIN COUNTY FISCAL COURT  
RESOLUTION NO. 2022-180**

**BE IT RESOLVED**, upon recommendation of Judge/Executive Harry L. Berry, with the concurrence of the Resource and Community Support Committee, to approve the following job description within the E-911 Department:

1. 911 Quality Assurance Specialist

**ADOPTED**, by Hardin County Fiscal Court in its regular meeting on 27 September 2022.

  
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Harry L. Berry  
Hardin County Judge/Executive

ATTEST:

  
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Debbie Donnelly  
Hardin County Clerk

# Hardin County Government

## Job Description

**E-911 Quality Assurance Specialist**

**Pay Grade 11**

STATUS	
<b>Date:</b> September 27, 2022	<b>Department:</b> E-911
<b>FLSA Status:</b> Non- Exempt	<b>Reporting Authority:</b> Deputy E-911 Director
<b>Supervisory Responsibility:</b> None	

### Job Summary

This position performs specialized telecommunications work involving the review of data from 911 computer systems and audio recordings for purposes of quality assurance. The person in this position acts as a subject matter expert in all 911 policies and procedures; provides leadership, guidance, and support to all telecommunicators in the proper application of Call Handling, Dispatching and Emergency Medical Dispatch protocols, and performs telecommunicator functions at the discretion of the appointing authority.

### Major Essential Duties

Completes protocol case review and quality improvement reports for the 911 Center

- Coordinates and conducts random and special case reviews to measure protocol compliance
- Supports employees to implement on-the-job best public safety practices in responding to and handling emergency calls applying the APCO/NENA Quality Assurance platform, Power Phone Emergency Medical Dispatch protocols and agency policies and procedures
- Reviews audio recording of 911 calls and prepares reviews and documentation
- Coaches and provides feedback to personnel on case reviews and quality improvement reports
- Develops and conducts continuing dispatch education training
- Maintains required quality improvement and continuing education files, records, and tracking logs
- Prepares and disseminates employee quality improvement reports
- Provides benchmark assessments to inform telecommunicators of their standing regarding policies and procedures
- Conducts quality assurance review investigations and compiles findings and recommendations
- Participates and serves on the 911 Leadership team

- Assists in the development of policy directives, procedures, and performance goals
- Identifies trends in performance and alerts management to the need for training or changes
- Fills in as public safety telecommunicator or trainer as needed
- Collaborates with the Training section personnel in the review, development, maintenance, and implementation of public safety telecommunicators training standards and materials
- Reviews Daily Observation Report formats, benchmarks, and evaluation guidelines for adherence to protocol and procedures
- Assists with instruction and training of new public safety telecommunicators for Quality assurance reviews.

#### **Minor Essentials Duties**

- Participates in all programming and budget activities associated with Quality Assurance
- Broad knowledge of the principles and technical concepts of the Quality Assurance area as it pertains the operation of the E-911 Center

#### **Qualifications**

##### *Education and/or Experience*

- High school diploma or GED
- Minimum of two (2) years emergency dispatch experience required
- Previous supervisory/leadership experience desired but not required

##### *Language Skills*

- Ability to read, write, speak, and understand the English language
- Ability to read, analyzes, interprets and relays policies, procedures, professional publications, government regulations, and legal documents
- Responds 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

##### *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***

- Define problems, collect data, establish facts, and draw 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 to 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 and completed all required annual in-service training to maintain certification
- Must successfully complete the Communications Training Officer class for Telecommunicators at the Kentucky Department of Criminal Justice Training Center, Eastern Kentucky University. Course should be completed within twelve (12) months of position appointment but may be extended based on class availability
- Must successfully 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 and/or Skills***

- 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 Communications Training Officer must be able to think clearly and act promptly in emergency 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

### **Physical Demands**

The physical demands described represents those required to perform successfully 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 Americans with 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**

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 low to moderate.

## **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 be able and willing to work varied shifts, weekends, holidays, and be available for overtime when necessary
- Must have a landline telephone or cell phone at own expense
- 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) and must remain free from felony convictions
- Must submit to the following:
  - Being fingerprinted
  - Pre-employment polygraph test and psychological suitability screening
  - Passing a pre-employment drug screening test, physical exam and audiogram
- Must be 18 years of age
- Must be a citizen of the United States

The above is intended to describe the general content of and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, requirements or responsibilities.

Date Approved: September 27, 2022  
Status Box Change:



Harry L. Berry  
Hardin County Judge/Executive