

## **E911 ADMINISTRATOR**

**4.440**

### **NATURE OF WORK IN THIS CLASS**

Administers an advanced specialized emergency medical dispatch center for the Guam Fire Department E911 integrated Communications Center Bureau. An employee in this class is responsible for the administration, coordination and control of the E911 System.

### **ILLUSTRATIVE EXAMPLES OF WORK**

Administers, coordinates and controls the activities and functions of the E911 Integrated Communications Center Bureau.

Investigates and resolves service or personnel-related complaints.

Develops and administers emergency medical dispatch training programs for existing and new personnel.

Conducts interviews for new personnel and provides final recommendations to the Fire Chief.

Develops, evaluates, and modifies operational plans and procedures for the E911 system.

Conduct quality assurance reviews to ensure compliance with licensure requirements.

Prepares and justifies the E911 Program budget.

Responsible for the overall maintenance and control of all dispatch communication systems, inclusive of CAD, records management systems, telephone systems, computer systems and console systems.

Prepares and compiles reports and maintains files and records of the E911 Communications Bureau.

Serves as liaison for the E911 Communications Center Bureau and maintains contact with local and regional organizations.

**MINIMUM KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of federal and local regulations governing radio/telecommunications and those related to 911 and dispatch communications.
- Knowledge of emergency services planning and coordinating.
- Knowledge in the organization and operation of a comprehensive emergency medical system.
- Knowledge of E911 communications systems, computer aided dispatch, and multi-disciplined radio systems.
- Knowledge of current and enhanced 911 and dispatch communication systems, which include CAD, records management systems, telephone systems, computer systems and console systems.
- Knowledge of quality assurance principles and practices related to improvement of an emergency medical dispatch system.
- Ability to supervise the work of others.
- Ability to develop and administer emergency medical dispatch training programs for staff.
- Ability to analyze and evaluate 911 communication tapes for measurement of protocol compliance, dispatcher feedback and other purposes.
- Ability to coordinate the re-certification process for emergency medical dispatch employees.
- Ability to evaluate operational effectiveness, recommend and/or implement changes in laws, rules and regulations, policies and procedures to improve program effectiveness.
- Ability to make decisions in accordance with appropriate program guidelines.



**MINIMUM EXPERIENCE AND TRAINING**

- A. Graduation from high school or G.E.D., and five (5) years of experience in emergency medical system pre-hospital care (Emergency Medical Technician), one year in the operation of an E911 Program, and one year of supervisory experience; or
- B. Any equivalent combination of experience and training which provides the minimum knowledge, skills and abilities beyond high school.


**OTHER NECESSARY SPECIAL QUALIFICATIONS**

- A. Possession of a valid Emergency Medical Technician (EMT) Basic Certification.
- B. Possession of a current certification as an Emergency Medical Dispatcher.
- C. Certification as a training officer through the National Academy of Emergency Medical Dispatch (NAEMD) or the Association of Public Safety Communications Officials (APSCO).

Established :       **JUNE 2004**

PAY GRADE:       **K**

<b>HAY EVALUATION:</b>	<b>KNOW HOW:</b>	<b>E12</b>	<b>175</b>
	<b>PROBLEM SOLVING:</b>	<b>D3 (29%)</b>	<b>50</b>
	<b>ACCOUNTABILITY:</b>	<b>D1C</b>	<b><u>57</u></b>
	<b>TOTAL POINTS:</b>		<b>282</b>



**VERNON P. PEREZ**  
**Executive Director, CSC**