



Western Kentucky Regional Emergency Communications Center

2020/2021 Proposed Budget

OPERATING EXPENSES

	CURRENT	REGIONAL	
911 Salaries (001)	468,700	857,836	
10 Telecommunicators			540,800
2 Supervisors			118,976
1 Assistant Directors			65,436
1 Directors			80,000
1 911 Systems Specialist			52,624
Social Security (002)	35,900	65,624	
Salaries @ .0765%			65,624
Retirement (003)	105,600	245,341	
Salaries @ 28.6%			304,346
Health Insurance (004)	85,700	128,550	
15 Employees			119,980
Life Insurance (005)	1,100	1,650	
15 Employees			1,650
HRA (006)	5,000	7,500	
14 Employees			7,500
Overtime (007)		25,000	
Overtime and Special Detail Assignment			25,000
Building Maintenance (102)		15,000	
Security System Maintenance			3,000
Building Maintenance (Repairs, Pest Services, etc.)			8,400
Building Cleaning Fees			2,400
Generator and Maintenance			1,200
Gas and Vehicle Maintenance Expense (103)		5,000	
Weekly Gas Fill and Monthly Oil Changes – 1 Vehicle			5,000
Vehicle Expense (104)		8,000	
Vehicle Lease and Insurance			8,000
Telephone and Cell Phone Services (105)	60,000	60,000	
AT&T			43,600
Windstream			14,000
Agency Cell Phone and Mifi Plan			2,400
Propane (106)		1,200	
Generator Fuel			1,200
Dues and Accreditations (107)	300	12,000	
NENA/APCO Agency Dues			2,550
CALEA Accreditation Dues			6,000
KACP Accreditation Dues			2,000
IAED Accreditation Dues			1,450
Subscription Fees (108)		500	
SPGE			250
Notary Registrations and Bonds			250
Office Supplies (109)	4,000	10,000	
Water Service			1,500
Office Essentials (Copy Paper, Ink, Pens, etc..)			4,000



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Office Equipment (Shredders, Cutters, Binders, etc..)				2,000
Printing Publications (Business Cards, Literature, etc...)				2,500
Educational Training (110)			45,196	
FBI LEEDA				1,800
APCO Basic				3,000
APCO Train the Trainer (In House Program)				3,000
CPE				3,550
RPL (2)				2,000
CMCP (2)				1,200
APCO Conference (2)				1,200
NENA Conference (2)				1,200
CALEA Conference (2)				1,200
911 Goes to Washington (1)				400
Navigator (1)				600
CJIS Conference (1)				500
CTO Training Conference (1)				500
International Wireless Communications Expo				1,000
ESRI GIS Conference (1)				1,200
NENA ENP (9)				4,050
Drone Certification (2)				600
APCO CTO Program (2)				400
NENA/APCO Classes (10)				2,000
KESC Conference (3)				900
The 911 Summit (3)				---
NCMEC (1)				---
Executive Leadership Training Course (1)				5,000
Tactical Dispatch Training Program				1,000
Ham Radio License (14)				350
DOCJT				---
EMD Recerts (17)				2,786
NENA Standards and Best Practices				600
CALEA Accreditation Manager (1)				600
GIS Certificate (1)				3,000
Book Allowance				300
Notary Publics (3)				600
KLEC Hiring Process Expenses				660
Postage (111)			500	
Stamps and Shipping				500
Travel Expense (112)		10,000	54,000	
FBI LEEDA				3,000
CPE				4,000
CMCP (2)				2,000
APCO Conference (2)				5,000
NENA Conference (2)				5,000
CALEA Conference (2)				5,000
911 Goes to Washington (1)				2,500
Navigator (1)				2,500



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CJIS Conference (1)				2,500
CTO Training Conference (1)				2,500
International Wireless Communications Expo				2,500
ESRI GIS Conference (1)				2,500
NENA/APCO Classes (10)				2,000
KESC Conference (3)				3,000
The 911 Summit (3)				1,000
Executive Leadership Training Course (1)				4,000
DOJCT				2,000
KESC Committees				500
NENA Standards and Best Practices				2,500
Insurance (113)			16,000	
KACO Policy				15,000
Misc. Insurance (Furniture, etc..)				1,000
Operating Supplies (114)			1,500	
Tactical Gear				500
Language Interpretation Services				500
Misc. Operating Supplies (Fingerprinting, etc.)				500
Legal & Professional Fees (115)			11,000	
Bookkeeping Services				5,000
Audit Service Fees				3,500
Legal Services				2,500
Uniforms (116)		900	4,000	
Agency Uniform (3 New Hires Yearly)				3,000
Tactical Team or TERT Gear				1,000
Repairs, Maintenance and Service Contracts (117)		42,500	60,000	
Airbus				22,000
Radio System Maintenance				20,000
Konica-Minolta Bizhub				2,800
Recorder Maintenance				5,200
CAD Maintenance				10,000
Commendations and Professional Outreach (118)			5,000	
Commendation Ceremony				4,000
Professional Outreach				1,000
Computer Support Services (119)			13,000	
IT Specialized Services Allowance				5,000
Systems Integration Services				8,000
Computer Supplies (120)		5,000	5,000	
Discs, Cables, CPU's, Peripherals, Tactical IT Gear				5,000
Community Outreach (121)			4,000	
Agency Photos, Publications, Public Education, Tent, etc				4,000
Utilities (122)			14,500	
Water				1,800
Electric/Gas				5,000
Partitioned Network and Monthly Services				6,200
Cable Services				1,500
Software Services (123)			20,900	



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PowerDMS				2,000
CPI				1,200
Guardian Tracking				2,000
Indigital Text to 911				5,000
FatPot				2,500
Predictive Index				4,500
Artificial Intelligence Analysis Software				2,500
WeatherTap				1,200
Advertising (124)		500	1,000	
NENA/APCO Job Announcements, Public Relations, etc.				1,000
Miscellaneous (125)		500	2,500	
Other Allowances				2,500
Debt Service			197,773	
Upfit of New 911 Center				197,773
Capital Project Replacement Fund (126)			50,000	
Allowance for Systems Sustainability				50,000
TOTAL OPERATING EXPENSES		825,700	1,924,080	

2018 CRMS Funds Revenue \$213,000.00
 $\$1,764,000 / 21,000 \text{ Meters} = \$84.00 \text{ Per Year Per Meter or } 84/12 = \underline{\$7 \text{ Per Month Per Meter Minimum}}$
 LESS ELECTRIC FEE OF 3% = \$52,920.00
 Operating Budget \$1,924,080



WESTERN KENTUCKY REGIONAL EMERGENCY COMMUNICATIONS CENTER

JOB CLASS SPECIFICATION

TELECOMMUNICATOR I

Department: Communications

Job Classification: Classified Full Time

Job Status: Non-exempt (Salaried)

Job Revised: 7/1/2019

Position Reports To: Communications Supervisor

Grade: 113 Salary (MIN - MID):

\$17.00-\$20.00 - Hourly

\$2,946.67-\$3,466.67 - 40 Hr. Monthly Salary

\$35,360.00-\$41,600.00 - 40 Hr. Yearly Salary

Special Entrance Rate:

KLEC Certification \$1.00 Stipend

2nd Shift Differential \$0.50

3rd Shift Differential \$0.75

PROBATIONARY/EVALUATION PERIOD:

This job has an initial and promotional probationary/evaluation period of 12 months to include completion of the Department of Criminal Justice Training Public Safety Dispatch Academy Certification.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Under direction of the Communications Supervisor, performs beginning level work in receiving and disseminating information concerning multi-disciplinary public safety and law enforcement activities to, from and between the public and public safety agencies within the jurisdictional boundaries of the Emergency Communications Center as set forth by Inter-local Agreements and County Ordinances. Answers 911 calls and provides emergency medical dispatch instructions while emergency responders are in route; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

High school graduate or it's equivalent (GED). Bachelor's degree in a related field required (i.e., Criminal Justice, Homeland Security, Intelligence, GIS, IT, Meteorology, and other education degrees considered on a case by case basis.)

EXPERIENCE:

NONE

Substitute EDUCATION for EXPERIENCE:

Experience in a related field will substitute on a year for year basis, with four years experience to substitute for a bachelors degree. Combination of years of experience and years of college will be acceptable to meet the minimum education requirement.

Substitute EXPERIENCE for EDUCATION:

NONE

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

Must be 18 years of age. Must be a US Citizen. Must obtain certification as a Telecommunicator by the Kentucky Law Enforcement Council (KLEC) within twelve months of employment. Must become a and LINK/NCIC Operator within six months of employment. Shall not have been convicted of a felony or other crimes pursuant to KRS 15.540. Must maintain any required licensure(s), certification(s), or other credentials for the length of employment in this classification.

Employing agency is responsible for ensuring employee possesses and maintains required licensure(s), certification(s) or other credentials <http://www.lrc.state.ky.us/KRS/015-00/560.PDF>

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

At the beginning level, receives and disseminates information concerning multi-disciplinary public safety activities in a regionalized environment, to include, but not limited to, fire, emergency medical services, law enforcement, emergency management, other government sources, such as, Cabinet for Health and Family Services, Commonwealth Attorney, County Attorney, District and Circuit Courts activities. Answers 911 calls, 911 text messages and next generation 911 initiated contacts for emergency service and employs protocol to provide emergency response and emergency medical dispatch instructions to victims and callers in distress, while emergency responders are en route to the scene. Receives information, complaints and inquiries from the public (by telephone, text, or in person) or by IP based next gen 911 initiated contacts on subjects or applications such as: road and weather reports, sensory and IP based driven data, driver and vehicle licenses, accident information, fire service apparatus monitoring, emergency medical service resource allocation, automatic vehicle location, and other matters relating to functions performed by the Western Kentucky Regional Emergency Communications Center and initiates appropriate actions. Directs emergency response vehicles to accident scenes and coordinates air medical transportation as necessary. Utilizes maps and geospatial data to assist callers and emergency responders in determining locations of events and emergencies. Operates a multi-line IP based phone system in conjunction with a PBX phone system. Operates a multi-channel IP based P25 radio system with interoperability. Operates the Alert Sense Warning System and Adverse Weather Siren System in cooperation with Emergency Management. Formulates computerized transactions with LINK (Law Information Network of Kentucky) and NCIC (National Crime Information Center). Prepares messages for transmission on the National Law Enforcement Teletype System. Enters data into the Computer Aided Dispatch system. Enters activity data of sworn, fire and ems personnel which is routinely used in court as official documentation of incidents and used by the agency to generate reports. Completes appropriate reports on all criminal activities and complaints received. Maintains communication center files and logs on all information received. Monitors WKRECC security cameras including lobby area, property, NCIC terminals and equipment. Maintains contact with Kentucky State Police via Link Messages on conditions of federal and state highways. Initiates and cancels AMBER alert activations and employs National Center for Missing and Exploited Children guidelines and APCO ANSI Standard regarding calls for missing and exploited children. Operates telecommunications device for the deaf and utilized language services for calls requiring language translation assistance. Continually updates supervisors on all incidents requiring WKRECC response and makes notification to agency department heads of specific and/or critical incidents when required by policy, or at the direction of agency supervisors. Utilizes all accessible criminal justice databases, computer aided dispatch, and IP based systems to compile and analyze for the purpose of officer and responder safety, criminal investigations, and agency recommendations for operating procedures in an effort to provide public safety responders with the most accurate and detailed information. Completes 40 hour continuing education training requirement yearly, 8 of which is state mandated Department of Criminal Justice Training.

UNIQUE PHYSICAL REQUIREMENTS: Must be able to multi-task under extreme stressful conditions. Must have strong verbal communications skills. Must have excellent finger-dexterity and be able to withstand repetitive motions. Must be able to hear average or normal conversations. Must be able to work for extended periods of sitting or standing in front of multiple monitors for and extended period of time and be able to lift up to 30 lbs. Must have average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.

UNIQUE MENTAL REQUIREMENTS: Must be able to apply common sense understanding to carry out detailed instructions and to deal with problem involving variables. Must be able to perform basic math skills including adding, subtracting, multiplying and dividing two digit numbers; to perform the four basic arithmetic operations with money; to perform operations involving measurements. Must be able to employ above-average vocabulary and to read at an average rate; define unfamiliar words in dictionaries and other references and resources for meaning, spelling, and pronunciation. Ability to write complex sentences, using proper punctuation, and use adjective and adverbs. Must be able to communicate in complex sentences; using normal word order with present and past tenses; using a good vocabulary.

SPECIAL KNOWLEDGE AND SKILLS REQUIREMENTS: Must be able to learn fire, ems, and law enforcement radio dispatch disciplines. Must be able to employ coding systems for computer aided dispatch use. Must be able to control and maintain safety of field officers during stressful incidents. Must be able to maintain confidential information and materials. Must be able to analyze and problem solve. Must be able learn jurisdiction area. Must be able to maintain accuracy in information transfer to data systems and responding units. Must be able to execute policies and procedures as the agency requires. Must be knowledgeable and extremely technologically savvy to work with multiple hardware and software systems and apps.

TYPICAL WORKING CONDITIONS *Incumbents in the job will typically perform their job duties under these conditions.*

Work is performed in a multi-jurisdictional emergency communications center under extremely stressful conditions. Must be able to work rotating shifts when necessary to ensure coverage 24 hours a day, 7 days a week. General office environment and outdoor activities in sometimes inclement weather. Subject to hazard conditions and situations in the normal course of duty.

ADDITIONAL REQUIREMENTS:

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Must pass a physical examination. Applicants and employees in this job title are required to submit to a polygraph examination, drug screening test, suitability screener and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

INTENT AND FUNCTION OF THE POSITION DESCRIPTION:

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Job descriptions are an integral part of any effective compensation system. All descriptions contain only essential functions. Basic duties have been included. Peripheral tasks, only incidentally related to the position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the job. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate. In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the Center. This job description is not intended as and does not create an employment contract. The Center maintains its status as an at-will employer. Employees can be terminated at any time for any reason not prohibited by law.

THE WESTERN KENTUCKY REGIONAL EMERGENCY COMMUNICATION CENTER DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.



**WESTERN KENTUCKY REGIONAL
EMERGENCY COMMUNICATIONS CENTER
JOB CLASS SPECIFICATION**

TELECOMMUNICATOR II

Department: Communications

Job Classification: Classified Full Time

Job Status: Non-exempt (Salaried)

Job Revised: 7/1/2019

Position Reports To: Communications Supervisor

Grade: 114 Salary (MIN - MID):

\$20.00-\$23.00 - Hourly

\$3,466.66-\$3,986.67 - 40 Hr. Monthly Salary

\$41,600.00-\$47,840.00 - 40 Hr. Yearly Salary

Special Entrance Rate:

ENP Certification \$1.00 Stipend

2nd Shift Differential \$0.50

3rd Shift Differential \$0.75

PROBATIONARY/EVALUATION PERIOD:

This job has an initial and promotional probationary/evaluation period of 12 months.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Under supervision, performs work in receiving and disseminating information in a regionalized format concerning multi-disciplinary public safety and law enforcement activities to, from and between the public and public safety agencies within the jurisdictional boundaries of the Emergency Communications Center as set forth by Inter-local Agreements and County Ordinances. Answers 911 calls and provides emergency medical dispatch instructions while emergency responders are in route. Trains entry level telecommunicators on policies and procedures and provides oral and written reports to supervisors; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

High school graduate or it's equivalent (GED). Bachelor's degree in a related field required (i.e., Criminal Justice, Homeland Security, Intelligence, GIS, IT, Meteorology, and other education degrees considered on a case by case basis.) Completion of Certified Training Officer and Certified Training Officer Developing a Program or NENA/APCO Certified Training Program or Kentucky State Police Certified Training Officer Program. In addition to any Academy Certification or NENA/APCO Public Safety Telecommunicator Certification, must have completed 160 hours of continuing education through a combination of either of the following: DOJT, NENA or APCO or other training approved by the Communications Director.

EXPERIENCE:

Must have four full time years of KLEC certified telecommunications (or an equivalent public safety dispatch academy certification equivalent certification) experience in the transmission, receiving and relaying of electronic information for law enforcement, emergency medical, fire, emergency management, military communications or traffic operations.

Substitute EDUCATION for EXPERIENCE:

College will substitute for the required experience on a year-for-year basis up to a maximum of one years. One college year will equal 24 earned college hours.

Substitute EXPERIENCE for EDUCATION:

NONE

7/1/2019

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SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.): No written disciplinary actions within the last years evaluation period and a grading of meets performance expectations or higher. Must be 18 years of age. Must be a US Citizen. Must be currently certified as a Telecommunicator by Kentucky Law Enforcement Council (KLEC) and be currently certified as LINK/NCIC. Shall not have been convicted of a felony or other crimes pursuant to KRS 15.540. Must maintain any required licensure(s), certification(s), or other credentials for the length of employment in this classification. The agency is responsible for ensuring employee possesses and maintains required licensure(s), certification(s) or other credentials <http://www.lrc.state.ky.us/KRS/015-00/560.PDF>

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Trains entry level telecommunicators on policies and procedures operations, as well as, performs the duties of a Telecommunicator I. Provides documented training of telecommunicators and keeps supervisors apprised of progress or problems. Informs communications supervisor of problems or concerns with operations inside the communications center. Assists communications supervisors with LINK/NCIC validations and second party checks of active entries by making modifications, cancellations and corrections to reports for submission and review. Gives input at the local level regarding changes of policy and procedures or operational guidelines. Assists communications supervisors with the collection of routine and specialized report data.

Assists TAC to ensure all the responsibilities of the TAC are completed in a timely matter in adherence with state and federal regulations. Assists with validations of LINK/NCIC records to ensure they are active, accurate and complete. Assists to ensure security awareness training is completed for all individuals who have access to the communications center. Work closely to assist TAC in ensuring that all security policy and guidelines are adhered to. Interpret LINK/NCIC publications to ensure entries are made properly by the agency.

UNIQUE PHYSICAL REQUIREMENTS: Must be able to multi-task under extreme stressful conditions. Must have strong verbal communications skills. Must have excellent finger-dexterity and be able to withstand repetitive motions. Must be able to hear average or normal conversations. Must be able to work for extended periods of sitting or standing in front of multiple monitors for and extended period of time and be able to lift up to 30 lbs. Must have average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.

UNIQUE MENTAL REQUIREMENTS: Must be able to apply common sense understanding to carry out detailed instructions and to deal with problem involving variables. Must be able to perform basic math skills including adding, subtracting, multiplying and dividing two digit numbers; to perform the four basic arithmetic operations with money; to perform operations involving measurements. Must be able to employ above-average vocabulary and to read at an average rate; define unfamiliar words in dictionaries and other references and resources for meaning, spelling, and pronunciation. Ability to write complex sentences, using proper punctuation, and use adjective and adverbs. Must be able to communicate in complex sentences; using normal word order with present and past tenses; using a good vocabulary.

SPECIAL KNOWLEDGE AND SKILLS REQUIREMENTS: Must be able to learn fire, ems, and law enforcement radio dispatch disciplines. Must be able to employ coding systems for computer aided dispatch use. Must be able to control and maintain safety of field officers during stressful incidents. Must be able to maintain confidential information and materials. Must be able to analyze and problem solve. Must be able learn jurisdiction area. Must be able to maintain accuracy in information transfer to data systems and responding units. Must be able to execute policies and procedures as the agency requires. Must be knowledgeable and extremely technologically savvy to work with multiple hardware and software systems and apps.

TYPICAL WORKING CONDITIONS: Incumbents in the job will typically perform their job duties under these conditions. Work is performed in a multi-jurisdictional emergency communications center under extremely stressful conditions. Must be able to work rotating shifts when necessary to ensure coverage 24 hours a day, 7 days a week. General office environment and outdoor activities in sometimes inclement weather. Subject to hazard conditions and situations in the normal course of duty.

ADDITIONAL REQUIREMENTS: Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Must pass a physical examination. Applicants and employees in this job title are required to submit to a polygraph examination, drug screening test, suitability screener and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

INTENT AND FUNCTION OF THE POSITION DESCRIPTION:

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Job descriptions are an integral part of any effective compensation system. All descriptions contain only essential functions. Basic duties have been included. Peripheral tasks, only incidentally related to the position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the job. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate. In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the Center. This job description is not intended as and does not create an employment contract. The Center maintains its status as an at-will employer. Employees can be terminated at any time for any reason not prohibited by law.



WESTERN KENTUCKY REGIONAL EMERGENCY COMMUNICATIONS CENTER

JOB CLASS SPECIFICATION

TELECOMMUNICATOR III

Department: Communications

Job Classification: Classified Full Time

Job Status: Non-exempt (Hourly)

Job Revised: 7/1/2019

Position Reports To: Communications Supervisor

Grade: 114 Salary (MIN - MID):

\$23.00-\$26.00 - Hourly

\$3,986.67-\$4,506.67 - 40 Hr. Monthly Salary

\$47,840.00-\$54,080.00 - 40 Hr. Yearly Salary

Special Entrance Rate:

2nd Shift Differential \$0.50

3rd Shift Differential \$0.75

Specialized Coordinator Position Stipend \$1.00-\$3.00

PROBATIONARY/EVALUATION PERIOD:

This job has an initial and promotional probationary/evaluation period of 12 months.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Performs advanced work in receiving and disseminating information concerning multi-disciplinary public safety and law enforcement activities to, from and between the public and public safety agencies within the jurisdictional boundaries of the Emergency Communications Center as set forth by Inter-local Agreements and County Resolutions. Answers 911 calls and provides emergency medical dispatch instructions while emergency responders are in route. Trains entry level telecommunicators on policies and procedures and provides oral and written reports to supervisors; and performs other duties as required. Serves as a decision maker in the absence of a communications supervisor on shift. May serve as coordinator for advanced tasks as needed in the communications center.

MINIMUM REQUIREMENTS:

EDUCATION:

High school graduate or it's equivalent (GED). Completion of Education requirements of a Telecommunicator II must be complete. Must have earned a NENA ENP Certification or complete within the first year of employment. Must have completed and additional 160 hours of continuing education through a combination of either of the following: DOCJT, NENA or APCO or other training approve by the Communications Director. (NOTE: This is in addition to the required hours for Telecommunicator II.)

EXPERIENCE:

Must have seven full time years of KLEC certified telecommunications (or an equivalent public safety dispatch academy certification equivalent certification) experience in the transmission, receiving and relaying of electronic information for law enforcement, emergency medical, fire, emergency management, or military communications.

Substitute EDUCATION for EXPERIENCE:

College will substitute for the required experience on a year-for-year basis up to a maximum of two years. One college year will equal 24 earned college hours.

Substitute EXPERIENCE for EDUCATION:

NONE

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.): No written disciplinary actions within the last years evaluation period and a grading of meets performance expectations or higher. Must be 18 years of age.

7/1/2019

Must be a US Citizen. Must be currently certified as a Telecommunicator by Kentucky Law Enforcement Council (KLEC) and be currently certified as a LINK/NCIC. Shall not have been convicted of a felony or other crimes pursuant to KRS 15.540. Must maintain any required licensure(s), certification(s), or other credentials for the length of employment in this classification. The agency is responsible for ensuring employee possesses and maintains required licensure(s), certification(s) or other credentials <http://www.lrc.state.ky.us/KRS/015-00/560.PDF>

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Trains entry level telecommunicators and advises middle level telecommunicators on policies and procedures for communications operations as well as performs the duties of a Telecommunicator II. Provides documented training of telecommunicators and keeps supervisors apprised of progress or problems. Informs communications supervisor of problems or concerns with operations inside the communications center and makes suggestions for solutions to meet the needs of the agency. Assists with LINK/NCIC second party checks of active entries by making modifications, cancellations and corrections to reports for submission and review. Gives input at the local level regarding changes of policy and procedures or operational guidelines. Assists communications supervisors with the collection of routine and specialized report data. Makes decisions in the communications center when communications supervisors or directors are not available that are in accordance with the agencies policy and procedures. May assist coordinators in specialized concentrations with communications center operations. Highly active in the NENA and APCO professional organizations and participates in the state Chapters. Assists in the training of other telecommunicators to assist in ENP Certification. Participates in agency community efforts and public relations events.

Assists in performing skilled work in administration of records associated with the LINK/NCIC and warrant systems used in the communications center. Serves as the secondary contact between the agency and the state LINK/NCIC authority. Assists the TAC to ensure the completion of all second and third party checks on LINK/NCIC entries as required by policy. Contacts report sources to ensure entries are still valid. Assists with validations of LINK/NCIC records are active, accurate and complete. Assists the TAC to ensure security awareness training is completed for all individuals who have access to the communications center. Assures the entry of all warrants into the proper databases. Assists in ensuring all security policy and guidelines are adhered to. Interprets LINK/NCIC publications to ensure entries are made properly by the agency.

Assists in the Collection, verification, and entry of data into the County map that pertains to roads, structures, street centerlines, and water sources; assigns 911 addresses and road names; reviews proposed road names and addresses to ensure that they are in compliance with the Road Naming and Addressing Ordinance. Assists in the maintenance of the 911 addressing master database. Enters directions and addresses in the computer aided dispatch system; assists with the development and assignment of emergency service numbers; updates emergency contacts for businesses, gates codes, and citizen information to be displayed. Assists with the analysis of tabular and spatial data for various County GIS projects. Assists in ensuring the MSAG, WEBDBMS, CAD, Base Map, ESN's, ESZ's and all other appropriate systems and databases are updated with accurate addresses and appropriate GIS data. Assists in updating jurisdiction boundaries and fire districts, etc.

Works proactively to identify potential issues and recommends/implements preventative solutions involving public safety systems and center work flow. Assists in the development and delivery of user training and presentations on new systems and upgrades. Attends CAD and mobile radio user group meetings and relevant trainings. Stays abreast of new technologies available for the Communication center. Participates in systems design specifications, including project scheduling and time lines. Establishes and maintains cooperative working relationships both within and outside the center; exercises good judgment in representing WKRECC to external personnel and agencies.

Assists with the execution of the agencies training program for new communications staff. Also assists in ensuring the training program adheres to agency policy and protocol. Assists supervision in updating the agency training program as needed. Helps to ensure all training records are uploaded into PowerDMS. Works closely with supervision and staff in meeting continuing education requirements. Teaches staff in the classroom and in the communications center on radio, phone, CAD and IP based systems call responses. Coordinates with all disciplines in the center on potential issues for training and continuing education. Trains the CTO's in agency training protocol. Works with agency supervision to ensure CTO's complete daily observation reports and submit them for personnel files. Ensures trainees fill out CTO evaluations concerning the training program and uses feedback to use for improvements to the training program.

Assists Law Enforcement, Communications or Emergency Operations personnel by analyzing all data resources, including but not limited to, all information housed in the Next Generation 911 CAD, all incoming and outgoing IP based calls, Criminal Justice Databases, GIS data, LINK/NCIC entries, Case Files, and other pertinent data. Evaluates trends in criminal activity based on geospatial data and law enforcement reports. Analyzes video and closed circuit camera system feeds coming into the next generation facility to produce reports and pertinent case and crime prevention information. Works closely the TAC and supervisors within the center to access Next Generation recorder data and other components used by telecommunicators in the course of operations to assist emergency responders. Analyzes court records, criminal history records and offender information from various web sources to assist law enforcement officers with criminal investigations. Serves as a liaison between KSP and Homeland Security analysts to provide service at a local level.

SPECIALIZED COORDINATOR POSITIONS: A special assignment may be made to a Telecommunicator III that requires the employee to work outside the normal job description of a Telecommunicator III; the following are special job classifications that may be compensated at a specialized coordinator stipend.

TERMINAL AGENCY COORDINATOR (TAC) EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE SPECIAL JOB CLASSIFICATION: *A Telecommunicator III may be assigned additional duties as the agency Terminal Agency Coordinator to include an additional stipend listed in the special entrance rates above.*

Performs skilled work in administration of records associated with the LINK/NCIC and warrant systems used in the communications center. Serves as the agencies primary contact link between the agency and the state LINK/NCIC authority. Ensures the completion of second and third party checks on LINK/NCIC entries as required by policy. Contacts report sources to ensure entries are still valid. Ensures validations of LINK/NCIC records are active, accurate and complete. Ensures security awareness training is completed for all individuals who have access to the communications center. Assures the entry of all warrants into the proper databases. Ensures that all security policy and guidelines are adhered to. Interprets LINK/NCIC publications to ensure entries are made properly by the agency. Works with the agency ATAC's to ensure a succession plan is in plan for TAC.

GEOGRAPHIC INFORMATION SYSTEMS (GIS) COORDINATOR EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE SPECIAL JOB CLASSIFICATION: *A Telecommunicator III may be assigned additional duties to coordinate the agency geographic information systems to include an additional stipend listed in the special entrance rates above.*

Collects, verifies, and enters data to the County map that pertains to roads, structures, street centerlines, and water sources; assigns 911 addresses and road names; reviews proposed road names and addresses to ensure that they are in compliance with the Road Naming and Addressing Ordinance. Maintains the 911 addressing master database. Enters directions and addresses in the computer aided dispatch system; develops and assigns emergency service numbers; updates emergency contacts for businesses, gates codes, and citizen information to be displayed. Analyzes tabular and spatial data for various County GIS projects. Prepares and presents reports; maintains files and records. Designs and produces various types of GIS maps and posters for emergency personnel, County departments and general public. Ensures MSAG, WEBDBMS, CAD, Base Map, ESN's, ESZ's and all other appropriate systems and databases are updated with accurate addresses and appropriate GIS data. Studies, designs, develops and implements the GIS systems, database and programs. Edits, delivers, and supports main GIS, SDE, SQL databases and related datasets, feature classes and layers. Performs Geospatial Data Analysis and records requests against GIS databases. Coordinates and works with County Fire Departments and Public Safety agencies to incorporate appropriate GIS and response related data into CAD system; provide GIS maps and data to external agencies as needed. Updates jurisdiction boundaries and fire districts, etc. Effectively manages multiple projects and tasks. Prepares written documentation of all GIS systems, such as Standard Operating Procedures, and participates in cross-training/knowledge sharing with staff to ensure a succession plan is in place. Pursues continuing education for technical and professional development. Trains users on new and existing GIS and ESRI products. Supports the Emergency Operations Center (EOC) when activated as required. Perform related duties as required.

INFORMATION TECHNOLOGY (IT) COORDINATOR EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE SPECIAL JOB CLASSIFICATION: A Telecommunicator III may be assigned additional duties to coordinate the agency information technology systems to include an additional stipend listed in the special entrance rates above.

Plan, design, install, manage and optimize enterprise servers and related components to achieve and maintain consistent high performance, maximum availability, and reliability of the agencies various client/server business applications, systems, and data/information in a 24/7 environment. Configures, implements, and develops processes and procedures for ongoing management of the complex server environment and associated security measures. Responsible for daily maintenance, analysis, and performance monitoring. Maintains close coordination between the agency and outside member agencies to ensure network access and proper integration. Works proactively to identify potential issues and recommends/implements preventative solutions. Identifies and analyzes system and user needs, as well as equipment requirements. Writes system and user documentation, including policies and procedures. Develops and delivers user training and presentations on new systems and upgrades. Works directly with CAD-related vendors and agency personnel to coordinate major technical projects, communicate expectations and coordinate deliverables and services. Serves as point of contact for personnel to resolve inquiries and technical requests. Attends CAD and mobile radio user group meetings and relevant trainings. Stays abreast of new technologies available for the Communication center. Coordinates and/or performs software and operating system maintenance on workstations and servers not covered under maintenance agreements. Participates in systems design specifications, including project scheduling and timelines. Establishes and maintains cooperative working relationships both within and outside the center; exercises good judgment in representing BMECC to external personnel and agencies.

TRAINING COORDINATOR EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE SPECIAL JOB CLASSIFICATION: A Telecommunicator III may be assigned additional duties as the agency Training Coordinator to include an additional stipend listed in the special entrance rates above.

Executes the agencies training program for new communications staff. Also ensures training program adheres to agency policy and protocol. Updates training program as needed. Ensures all training records are uploaded into PowerDMS. Works closely with staff in meeting continuing education requirements. Teaches staff in the classroom and in the communications center on radio, phone, CAD and IP based systems call responses. Coordinates with all disciplines in the center on potential issues for training and continuing education. Trains the CTO's in agency training protocol. Ensures CTO's are following agency policy in training new staff. Ensures CTO's complete daily observation reports and submits them for personnel files. Ensures trainees fill out CTO evaluations concerning the training program and uses feedback to use for improvements to the training program.

NG-911 FORENSIC ANALYST EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE SPECIAL JOB CLASSIFICATION: A Telecommunicator III may be assigned additional duties to include an additional stipend listed in the special entrance rates above.

Assists Law Enforcement, Communications or Emergency Operations personnel by analyzing all data resources, including but not limited to, all information housed in the Next Generation 911 CAD, all incoming and outgoing IP based calls, Criminal Justice Databases, GIS data, LINK/NCIC entries, Case Files, and other pertinent data. Evaluates trends in criminal activity based on geospatial data and law enforcement reports. Analyzes video and closed circuit camera system feeds coming into the next generation facility to produce reports and pertinent case and crime prevention information. Works closely the TAC and supervisors within the center to access Next Generation recorder data and other components used by telecommunicators in the course of operations to assist emergency responders. Analyzes court records, criminal history records and offender information from various web sources to assist law enforcement officers with criminal investigations. Serves as a liaison between KSP and Homeland Security analysts to provide service at a local level.

ASSISTANT TAC EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE SPECIAL JOB CLASSIFICATION: A Telecommunicator III may be assigned additional duties to assist the agency Terminal Agency Coordinator to include an additional stipend listed in the special entrance rates above.

Assists TAC to ensure all the responsibilities of the TAC are completed in a timely matter in adherence with state and federal regulations. Assists with validations of LINK/NCIC records to ensure they are active, accurate and complete. Assists to ensure

security awareness training is completed for all individuals who have access to the communications center. Work closely to assist TAC in ensuring that all security policy and guidelines are adhered to. Interpret LINK/NCIC publications to ensure entries are made properly by the agency.

UNIQUE PHYSICAL REQUIREMENTS: Must be able to multi-task under extreme stressful conditions. Must have strong verbal communications skills. Must have excellent finger-dexterity and be able to withstand repetitive motions. Must be able to hear average or normal conversations. Must be able to work for extended periods of sitting or standing in front of multiple monitors for and extended period of time and be able to lift up to 30 lbs. Must have average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.

UNIQUE MENTAL REQUIREMENTS: Must be able to apply common sense understanding to carry out detailed instructions and to deal with problem involving variables. Must be able to perform basic math skills including adding, subtracting, multiplying and dividing two digit numbers; to perform the four basic arithmetic operations with money; to perform operations involving measurements. Must be able to employ above-average vocabulary and to read at an average rate; define unfamiliar words in dictionaries and other references and resources for meaning, spelling, and pronunciation. Ability to write complex sentences, using proper punctuation, and use adjective and adverbs. Must be able to communicate in complex sentences; using normal word order with present and past tenses; using a good vocabulary.

SPECIAL KNOWLEDGE AND SKILLS REQUIREMENTS: Must be able to execute fire, ems, and law enforcement radio dispatch disciplines at a high level. Must be able to employ coding systems for computer aided dispatch use. Must be able to control and maintain safety of field officers during stressful incidents. Must be able to maintain confidential information and materials. Must be able to analyze and problem solve. Must be able learn jurisdiction area. Must be able to maintain accuracy in information transfer to data systems and responding units. Must be able to execute policies and procedures as the agency requires. Must be knowledgeable and extremely technologically savvy to work with multiple hardware and software systems and apps.

TYPICAL WORKING CONDITIONS: Incumbents in the job will typically perform their job duties under these conditions. Work is performed in a multi-jurisdictional emergency communications center under extremely stressful conditions. Must be able to work rotating shifts when necessary to ensure coverage 24 hours a day, 7 days a week. General office environment and outdoor activities in sometimes inclement weather. Subject to hazard conditions and situations in the normal course of duty.

ADDITIONAL REQUIREMENTS: Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Must pass a physical examination. Applicants and employees in this job title are required to submit to a polygraph examination, drug screening test, suitability screener and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

INTENT AND FUNCTION OF THE POSITION DESCRIPTION: Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Job descriptions are an integral part of any effective compensation system. All descriptions contain only essential functions. Basic duties have been included. Peripheral tasks, only incidentally related to the position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the job. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate. In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the City. This job description is not intended as and does not create an employment contract. The City maintains its status as an at-will employer. Employees can be terminated at any time for any reason not prohibited by law.

THE WESTERN KENTUCKY REGIONAL EMERGENCY COMMUNICATIONS CENTER DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.



WESTERN KENTUCKY REGIONAL EMERGENCY COMMUNICATIONS CENTER

JOB CLASS SPECIFICATION

COMMUNICATIONS SUPERVISOR

Department: Communications

Job Classification: Classified Full Time

Job Status: Exempt (Salaried)

Job Revised: 7/1/2019

Position Reports To: Communications Assistant Director

Grade: 214 Salary (MIN - MID):

\$25.30-\$28.60 - Hourly

\$4,385.34-\$4,957.34 - 40 Hr. Monthly Salary

\$52,624.00-\$59,488.00 - 40 Hr. Yearly Salary

PROBATIONARY/EVALUATION PERIOD:

This job has an initial and promotional probationary/evaluation period of 12 months.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Manages the telecommunications staff at while performing telecommunicator duties. Ensures that the center is in compliance with local, state and federal statutes, regulations and policies and guidelines. Ensures all agency policies are followed. Ensures adequate staffing and manages staff scheduling. Manages 911 communications and ensures operations of equipment. Completes preliminary content for all Open Records Requests and prepares them for review and approval by the Director or their designee for review and approval. by Completes personnel performance plans, reviews and yearly evaluations. Completes positive and disciplinary contacts. Works along first responder agencies to complete calls for service. Works closely with the Communications Assistant Director and Director in the course of agency operations. Performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

High school graduate or it's equivalent (GED). Bachelor's degree in a related field required (i.e., Criminal Justice, Homeland Security, Intelligence, GIS, IT, Meteorology, and other education degrees considered on a case by case basis.) Must have earned a NENA ENP Certification or complete it within 12 months of the appointment. Must have completed NENA CMCP, APCO RPL or Leadership 911; or complete it within the first 12 months of appointment. Must have completed 280 hours of continuing education through a combination of either of the following: DOJT, NENA, APCO or Leadership Training as approved by the Communications Director.

EXPERIENCE:

Must have seven full time years of KLEC certified telecommunications (or an equivalent public safety dispatch academy certification) experience in the transmission, receiving and relaying of electronic information for law enforcement, emergency medical, fire, emergency management, or military communications.

Substitute EDUCATION for EXPERIENCE:

College will substitute for the required experience on a year-for-year basis up to a maximum of two years. One college year will equal 24 earned college hours.

Substitute EXPERIENCE for EDUCATION:

Can substitute up to four years experience by completing 40 hours of telecommunications leadership training, on a year for year basis. Telecommunications leadership training must be approved by the Communications Director. These hours are in addition to all other hours required for education, training or additional promotions.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.): No written disciplinary actions within the last years 7/1/2019 evaluation period and a grading of meets performance expectations or higher. Must be 18 years of age.

Must be a US Citizen. Must be currently certified as a Telecommunicator by Kentucky Law Enforcement Council (KLEC) and be currently certified as a LINK/NCIC. Shall not have been convicted of a felony or other crimes pursuant to KRS 15.540. Must maintain any required licensure(s), certification(s), or other credentials for the length of employment in this classification. The agency is responsible for ensuring employee possesses and maintains required licensure(s), certification(s) or other credentials <http://www.lrc.state.ky.us/KRS/015-00/560.PDF>

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Supervises all shifts of telecommunicators at Western Kentucky Regional Emergency Communications Center while also performing the duties of a telecommunicator when necessary. Assigns the work schedules of all telecommunicators in order to provide sufficient 24 hour shift coverage at the communication center. Manages the telecommunications training program in conjunction with the training officers, and makes suggestions for additions/changes/modifications as required while providing training to all communications staff. Interprets, applies and enforces approved policies and procedures relating to telecommunication staff. Reviews performance of all telecommunicators providing both positive and negative reports to employees and the Communications Director. Completes employee evaluations on eligible employees as required. Communications Supervisors act in accordance with the Marshall County Administrative Code and WKRECC policies concerning employee conduct and discipline. The Communications Supervisor in conjunction with the Director will conduct investigations into employee disciplinary issues and administer punishment or corrective actions prescribed by the Center policy and procedure regarding discipline up to a written reprimand. The communications Supervisors will be required to be on call and share those responsibilities equally. Coordinates with local law, fire, and EMS personnel and makes reports as necessary. Continually updates the Communications Director and other supervisory personnel of changes that effect the center operations. Assists in developing policies for higher approval. Prepares advanced decision making/problem solving reports for review by the Communications Director for multiple routine and specialized projects. Responsible for security and maintenance of agency radio/phone recordings and may be called to testify in criminal proceedings as to the authenticity of documents or recordings. Supervises and maintains computerized systems of communication records required by the department and the Federal Communications Commission. Complete open records request under the guidance of the Communications Director as in accordance with the policies set forth by the Marshall County Administrative Code. Take an active role in both national professional associations (NENA/APCO). Required to complete 40 hours of continuing education broken down as follows: 8 hours of state mandated training through DOJT, 12 hours of dispatch related continuing education and the final 20 hours in leadership related classes. Assist Communications Director and Assistant Director in the application process for 911 Services board grants. Assists Communications Director and Assistant Director in the accreditation process for KACP, CALEA, IAED and APCO and will assist with adherence to those standards and guidelines using PowerDMS to maintain records.

UNIQUE PHYSICAL REQUIREMENTS: Must be able to multi-task under extreme stressful conditions. Must have strong verbal communications skills. Must have excellent finger-dexterity and be able to withstand repetitive motions. Must be able to hear average or normal conversations. Must be able to work for extended periods of sitting or standing in front of multiple monitors for an extended period of time and be able to lift up to 30 lbs. Must have average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.

UNIQUE MENTAL REQUIREMENTS: Must be able to apply common sense understanding to carry out detailed instructions and to deal with problem involving variables. Must be able to perform basic math skills including adding, subtracting, multiplying and dividing two digit numbers; to perform the four basic arithmetic operations with money; to perform operations involving measurements. Must be able to employ above-average vocabulary and to read at an average rate; define unfamiliar words in dictionaries and other references and resources for meaning, spelling, and pronunciation. Ability to write complex sentences, using proper punctuation, and use adjective and adverbs. Must be able to communicate in complex sentences; using normal word order with present and past tenses; using a good vocabulary.

SPECIAL KNOWLEDGE AND SKILLS REQUIREMENTS: Must be able to execute fire, ems, and law enforcement radio dispatch disciplines at a high level. Must be able to employ coding systems for computer aided dispatch use. Must be able to control and maintain safety of field officers during stressful incidents. Must be able to maintain confidential information and materials. Must be able to analyze and problem solve. Must be able learn jurisdiction area. Must be able to maintain accuracy in information transfer to data systems and responding units. Must be able to execute policies and procedures as the agency requires. Must be knowledgeable and extremely technologically savvy to work with multiple hardware and software systems and apps. Must have mediation and a high level of interpersonal skills. Must have a high level of self awareness.

TYPICAL WORKING CONDITIONS: Incumbents in the job will typically perform their job duties under these conditions. Work is performed in a multi-jurisdictional emergency communications center under extremely stressful conditions. Must be able to work rotating shifts when necessary to ensure coverage 24 hours a day, 7 days a week. General office environment and outdoor activities in sometimes inclement weather. Subject to hazard conditions and situations in the normal course of duty.

ADDITIONAL REQUIREMENTS: Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Must pass a physical examination. Applicants and employees in this job title are required to submit to a polygraph examination, drug screening test, suitability screener and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

INTENT AND FUNCTION OF THE POSITION DESCRIPTION: Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Job descriptions are an integral part of any effective compensation system. All descriptions contain only essential functions. Basic duties have been included. Peripheral tasks, only incidentally related to the position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the job. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate. In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the Center. This job description is not intended as and does not create an employment contract. The Center maintains its status as an at-will employer. Employees can be terminated at any time for any reason not prohibited by law.



WESTERN KENTUCKY REGIONAL EMERGENCY COMMUNICATIONS CENTER

JOB CLASS SPECIFICATION

COMMUNICATIONS ASSISTANT DIRECTOR

Department: Communications

Job Classification: Classified Full Time

Job Status: Exempt (Salaried)

Job Revised: 7/1/2019

Position Reports To: Communications Director

Grade: 215 Salary (MIN - MID):

\$27.83-\$31.46 - Hourly

\$4,823.83-\$5,453.00 - 40 Hr. Monthly Salary

\$57,886.00-\$65,436.00 - 40 Hr. Yearly Salary

Special Entrance Rate:

NONE

PROBATIONARY/EVALUATION PERIOD:

This job has an initial and promotional probationary/evaluation period of 12 months.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

This is an executive assistant level position responsible for the management and administration of the regionalized communications center, the 911 system and staff under the direction of the Communications Director. The Agency consists of a compliment of 20+ staff dispatching fire departments, law enforcement agencies, ems service, as well as a multitude of first responder support agencies totally more than 100 agencies. Provides leadership, strategic planning and support in developing, implementing and evaluating effective procedures and programs to ensure the safety of community residents in a multi-jurisdictional multi-county center. The individual will report to the Communications Director. Will lead by example and move forward with the mission for Next Generation 9-1-1. Manages the telecommunications supervisory staff and performs telecommunicator duties when needed. Ensures that the center is in compliance with local, state and federal statutes, regulations and policies and guidelines. Ensures all agency policies are followed. Ensures adequate staffing and ensures supervisors are completing staff scheduling. Manages 911 communications and ensures operations of equipment. Completes personnel performance plans, reviews and yearly evaluations of supervisory personnel. Completes positive and disciplinary contacts with supervisory staff. Plays a role in hiring process for agency personnel. Works closely with the Communications Director in the course of agency operations to ensure a proper succession plan is in place. Performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

Bachelor's degree in a related field required (i.e., Criminal Justice, Homeland Security, Intelligence, GIS, IT, Meteorology, and other education degrees considered on a case by case basis.) Must have earned a NENA ENP Certification or complete it within 12 months of the appointment. Must have completed NENA CMCP and APCO RPL; or complete them within the first 12 months of appointment. Must have completed 120 hours of continuing education through a combination of either of the following: DOCJT, NENA, APCO or Leadership Training as approved by the Communications Director.

EXPERIENCE:

Must have ten full time years of KLEC certified telecommunications (or an equivalent public safety dispatch academy certification) experience in the transmission, receiving and relaying of electronic information for law enforcement, emergency medical, fire, emergency management, or military communications.

7/1/2019

Substitute EDUCATION for EXPERIENCE:

College will substitute for the required experience on a year-for-year basis up to a maximum of two years. One college year will equal 24 earned college hours.

Substitute EXPERIENCE for EDUCATION:

KLEC Certified telecommunications (or an equivalent public safety dispatch academy certification) full time years of experience will substitute for the required education on a year-for-year basis up to a maximum of four years.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.): No written disciplinary actions within the last years evaluation period and a grading of meets performance expectations or higher. Must be 18 years of age. Must be a US Citizen. Must be currently certified as a Telecommunicator by Kentucky Law Enforcement Council (KLEC) and be currently certified as a LINK/NCIC. Shall not have been convicted of a felony or other crimes pursuant to KRS 15.540. Must maintain any required licensure(s), certification(s), or other credentials for the length of employment in this classification. The agency is responsible for ensuring employee possesses and maintains required licensure(s), certification(s) or other credentials <http://www.lrc.state.ky.us/KRS/015-00/560.PDF>

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Serves as the Acting Director in the absence of the Communications Director. Assists in managing the daily operations of the Communications Department and assists with policy development, procedures, and guidelines. Identifies issues and solutions for improvements to operations and communicates the same to the Director. Helps define Supervisor responsibilities and assists in developing work schedules, shift assignments and training. Assists the Director with handling of personnel problems, grievances and performance evaluations. Evaluates and manages equipment, develops specifications and makes recommendations for upgrading/replacing. Ensures routine maintenance and repairs of equipment. Activates calls for maintenance on equipment with maintenance agreements. Operates computer and communication equipment. Monitors trends in Emergency Communication technology and prepares reports as necessary. Participates in development of department budget and monitors expenditures. Makes purchases for the department when needed. Supervises all shifts of telecommunicators at Western Kentucky Regional Emergency Communications Center while also performing the duties of a telecommunicator when necessary. Interprets, applies and enforces approved policies and legislation implementation. Develops career plan and reviews performance of Communications Supervisors providing both positive and negative reports to employees and the Communications Director. Completes employee evaluations on eligible employees as required. Assistant Director acts in accordance with the Marshall County Administrative Code and departmental policies concerning employee conduct and discipline. The Communications Assistant Director in conjunction with the Director and supervisors (if necessary) will conduct investigations into employee disciplinary issues and administer the punishment or corrective actions prescribed by the Marshall County Administrative Code up to a written reprimand. Will take on call status for rotation with the Director. Coordinates with local law, fire, and EMS personnel and attends meetings when scheduled. Continually updates the Communications Director and other supervisory personnel of changes that effect the center operations. Assists in developing policies for higher approval. Prepares advanced decision making/problem solving reports for review by the Communications Director for multiple routine and specialized projects. Responsible for security and maintenance of agency radio/phone recordings and may be called to testify in criminal proceedings as to the authenticity of documents or recordings. Supervises and maintains computerized systems of communication records required by the department and the Federal Communications Commission. Complete open records request under the guidance of the Communications Director as in accordance with the policies set forth by the Center. Take an active role in both national professional associations (NENA/APCO). Required to complete 40 hours of continuing education broken down as follows: 8 hours of state mandated training through DOJT, 12 hours of dispatch related continuing education and the final 20 hours in leadership related classes. Assist Communications Director in the application process for 911 Services board grants. Assists Communications Director in the accreditation process for KACP and CALEA and will assist with adherence to those standards and guidelines using PowerDMS to maintain records. Will accompany the Communications Director to all board meetings and other public relations events.

UNIQUE PHYSICAL REQUIREMENTS: Must be able to multi-task under extreme stressful conditions. Must have strong verbal communications skills. Must have excellent finger-dexterity and be able to withstand repetitive motions. Must be able to hear average or normal conversations. Must be able to work for extended periods of sitting or standing in front of multiple monitors for and extended period of time and be able to lift up to 30 lbs. Must have average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.

UNIQUE MENTAL REQUIREMENTS: Must be able to apply common sense understanding to carry out detailed instructions and to deal with problem involving variables. Must be able to perform basic math skills including adding, subtracting, multiplying and dividing two digit numbers; to perform the four basic arithmetic operations with money; to perform operations involving measurements. Must be able to employ above-average vocabulary and to read at an average rate; define unfamiliar words in dictionaries and other references and resources for meaning, spelling, and pronunciation. Ability to write complex sentences, using proper punctuation, and use adjective and adverbs. Must be able to communicate in complex sentences; using normal word order with present and past tenses; using a good vocabulary.

SPECIAL KNOWLEDGE AND SKILLS REQUIREMENTS: Must be able to execute fire, ems, and law enforcement radio dispatch disciplines at a high level. Must be able to employ coding systems for computer aided dispatch use. Must be able to control and maintain safety of field officers during stressful incidents. Must be able to maintain confidential information and materials. Must be able to analyze and problem solve. Must be able learn jurisdiction area. Must be able to maintain accuracy in information transfer to data systems and responding units. Must be able to execute policies and procedures as the agency requires. Must be knowledgeable and extremely technologically savvy to work with multiple hardware and software systems and apps. Must have mediation and a high level of interpersonal skills. Must have a high level of self awareness.

TYPICAL WORKING CONDITIONS: Incumbents in the job will typically perform their job duties under these conditions. Work is performed in a multi-jurisdictional emergency communications center under extremely stressful conditions. Must be able to work rotating shifts when necessary to ensure coverage 24 hours a day, 7 days a week. General office environment and outdoor activities in sometimes inclement weather. Subject to hazard conditions and situations in the normal course of duty.

ADDITIONAL REQUIREMENTS: Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Must pass a physical examination. Applicants and employees in this job title are required to submit to a polygraph examination, drug screening test, suitability screener and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

INTENT AND FUNCTION OF THE POSITION DESCRIPTION: Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Job descriptions are an integral part of any effective compensation system. All descriptions contain only essential functions. Basic duties have been included. Peripheral tasks, only incidentally related to the position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the job. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate. In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the Center. This job description is not intended as and does not create an employment contract. The Center maintains its status as an at-will employer. Employees can be terminated at any time for any reason not prohibited by law.



**WESTERN KENTUCKY REGIONAL
EMERGENCY COMMUNICATIONS CENTER
JOB CLASS SPECIFICATION**

COMMUNICATIONS DIRECTOR

Department: Communications

Job Classification: Classified Full Time

Job Status: Exempt (Salaried)

Job Revised: 7/1/2019

Position Reports To: County Judge Executive

Grade: 216 Salary (MIN - MID):

\$37.01-\$38.46 - Hourly

\$6,414.92-\$6,666.67 - 40 Hr. Monthly Salary

\$76,979.00-\$80,000.00 - 40 Hr. Yearly Salary

Special Entrance Rate:

NONE

PROBATIONARY/EVALUATION PERIOD:

This job has an initial and promotional probationary/evaluation period of 12 months.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

This is an executive level position responsible for the management and administration of the regionalized communications center, the 911 system and staff under the supervision of the County Judge Executive. The Agency consists of a complement of 20 + staff dispatching fire departments, law enforcement agencies, ems service, as well as, a multitude of first responder support agencies totaling more than 100 agencies. Provides leadership, strategic planning and support in developing, implementing and evaluating effective procedures and programs to ensure the safety of community residents in a multi-jurisdictional multi-county center. Will lead by example and move forward with the mission for Next Generation 9-1-1. Manages the telecommunications supervisory staff. Ensures that the center is in compliance with local, state and federal statutes, regulations and policies and guidelines. Ensures all agency policies are updated and in compliance with accreditation standards. Ensures adequate staffing and ensures supervisors are completing staff scheduling. Manages 911 communications and ensures operations and replacement of equipment. Completes positive and disciplinary contacts with supervisory staff. Works closely with the Judge Executive in the course of agency operations to ensure a proper succession plan is in place. Attends all agency head meetings. Attends all business meetings relevant to the agency, as well as, meetings to ensure region wide public safety. Manages equipment and equipment maintenance contracts for the PSAP. Performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

Bachelor's degree in a related field required (i.e., Criminal Justice, Homeland Security, Intelligence, GIS, IT, Meteorology, and other education degrees considered on a case by case basis.) Master's Degree in a related field preferred. Must have earned a NENA ENP Certification or complete it within 6 months of the appointment; preference given to current ENP's. Must have completed NENA CMCP and APCO RPL or complete them within the first 12 months of appointment; preference to current CMCP's and/or RPL's. Must have completed 240 hours of continuing education through a combination of either of the following: DOJT (or an equivalent public safety dispatch training from another state), NENA, APCO or Leadership Training.

EXPERIENCE:

Must have ten full time years of KLEC certified telecommunications (or an equivalent public safety dispatch academy certification) experience in the transmission, receiving and relaying of electronic information for law enforcement, emergency medical, fire, emergency management, or military communications or ten full years as a communications center director. Previous experience as an assistant director or director of a multi-disciplinary, multi-jurisdictional communications center preferred.

7/1/2019

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Substitute EDUCATION for EXPERIENCE:

College will substitute for the required experience on a year-for-year basis up to a maximum of two years. One college year will equal 24 earned college hours.

Substitute EXPERIENCE for EDUCATION:

KLEC Certified Telecommunications full time years of experience will substitute for the required education on a year-for-year basis up to a maximum of four years.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.): No written disciplinary actions within the last years evaluation period and a grading of meets performance expectations or higher on previous performance evaluation. Must be 18 years of age. Must be a US Citizen. Must be currently certified as a Telecommunicator by Kentucky Law Enforcement Council (KLEC) and be currently certified as a LINK/NCIC or be able to certify for both within 12 months of the appointment. Shall not have been convicted of a felony or other crimes pursuant to KRS 15.540. Must maintain any required licensure(s), certification(s), or other credentials for the length of employment in this classification. The agency is responsible for ensuring employee possesses and maintains required licensure(s), certification(s) or other credentials <http://www.lrc.state.ky.us/KRS/015-00/560.PDF>

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Responsible for operations of the Communications Department, which is the Western Kentucky Regional Emergency Communications Center. Responsible for policy development, procedures, and guidelines. Identifies issues and solutions for improvements to operations and executes those solutions. Defines assistant director and supervisor responsibilities and assists in developing work schedules, shift assignments and training. Evaluates and manages equipment, develops specifications and makes recommendations for upgrading/replacing. Ensures routine maintenance and repairs of equipment. Activates calls for maintenance on equipment with maintenance agreements. Monitors trends in Emergency Communication technology and implements updates in the center. Development of department budget and monitors expenditures. Makes purchases for the department. Interprets, applies and enforces approved policies and procedures as well as legislation implementation relating to telecommunication staff. Reviews performance of all communications staff providing guidance to supervisory personnel for evaluations. Acts in accordance with the Marshall County Administrative Code and agency policies concerning employee conduct and discipline. Conducts investigations into employee in disciplinary issues and administer the punishment or corrective actions prescribed by the Marshall County Administrative Code up to termination. Coordinates with local law, fire, and EMS personnel and attends meetings when scheduled. Continually advises the Assistant Director and other supervisory personnel of changes that effect the center operations. Responsible for security and maintenance of agency radio/phone recordings and may be called to testify in criminal proceedings as to the authenticity of documents or recordings. Supervises and maintains computerized systems of communication records required by the department and the Federal Communications Commission. Ensures open records request in accordance with the policies set forth by the Marshall County Administrative Code are completed. Takes an active role in both national professional associations (NENA/APCO). Required to complete 40 hours of continuing education broken down as follows: 8 hours of state mandated training through DOCJT, 12 hours of dispatch related continuing education and the final 20 hours in leadership related classes. Submits applications for 911 Services board grants on behalf of the Fiscal Court and Center. Responsible for the accreditation process for KACP, CALEA, IAED, and APCO and will adhere to those standards and guidelines using PowerDMS to maintain records. Will attend all meetings and other public relations events. Acts as liaison to all City and County Agency Heads for issues regarding the interoperability of the communications center and the public safety infrastructure. Responsible for adherence to LINK/NCIC security policies and guidelines for the agency. Participates in state and national 911 events, publications and chapters to promote 911 industry standards and changes. Serves as an advisor and an outreach authority to the community for services and center resources for 911 and first responder communications available in the jurisdiction. Serves as a innovative and progressive leader in the 911 community to ensure the center and its staff have access to resources that keep the community ahead of the technological changes occurring in a timely manner. Performs other duties as assigned.

UNIQUE PHYSICAL REQUIREMENTS: Must be able to multi-task under extreme stressful conditions. Must have strong verbal communications skills. Must have excellent finger-dexterity and be able to withstand repetitive motions. Must be able to hear average or normal conversations. Must be able to work for extended periods of sitting or standing in front of multiple monitors for and extended period of time and be able to lift up to 30 lbs. Must have average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.

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TYPICAL WORKING CONDITIONS: Incumbents in the job will typically perform their job duties under these conditions. Work is performed in a multi-jurisdictional emergency communications center under extremely stressful conditions. Travel is required 10-20% of the time. Must be able to work on call status at times to ensure coverage 24 hours a day, 7 days a week. General office environment and outdoor activities in sometimes inclement weather. Subject to hazard conditions and situations in the normal course of duty.

ADDITIONAL REQUIREMENTS: Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Must pass a physical examination. Applicants and employees in this job title are required to submit to a polygraph examination, drug screening test, suitability screener and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

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