

911 QUALITY ASSURANCE SPECIALIST

Job Code	Pay Grade
10884	CL13

Nature of Work

This is specialized telecommunications work involving the review of data from Regional 911 computer systems and audio recordings for purposes of quality assurance. The incumbent is required to be a subject matter expert in all Regional 911 policies, procedures. This incumbent will provide leadership, guidance and support to all telecommunicators in the proper application of the International Academies of Emergency Dispatch (IAED) Medical and Fire Priority Dispatch protocols. Work includes assuring all R911 personnel are adhering to department policies and protocol standards, making training and policy recommendations based on agency trend data, coaching individuals and teams on performance, reviewing quality assurance standards and performance expectations to ensure they are fair, attainable, and in line with organizational values. Incumbent will be expected to perform telecommunicator functions at the discretion of the appointing authority. The position reports to a supervisor or designee.

Minimum Qualification Requirements

- Three years or more of public safety telecommunications work that includes experience training and/or evaluating quality and/or performance measures, and also includes two years of experience with IAED emergency medical and fire dispatch protocols, and proficiency in typing at a reasonable rate of speed; or
- An equivalent combination of education, training, and/or experience.
- Must be at least 18 years of age and possess the following certifications on the date of application, and maintenance thereafter:
 - State of Florida 911 Public Safety Telecommunicator certification;
 - IAED Emergency Medical Dispatcher (EMD) and Emergency Fire Dispatcher (EFD) certifications;
 - Cardiopulmonary Resuscitation (CPR) certification;
 - Criminal Justice Information Systems certification
- Must obtain and maintain Quality Improvement Certification (ED-Q) from the International Academies of Emergency Dispatch for EMD and EFD within one year of appointment.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Rotating shift, weekend, holiday, and overtime schedules.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Completes protocol case review and quality improvement reports for the Regional 911 Center.
- Coordinates and conducts random and special case reviews to measure protocol compliance.
- Supports employees to implement on-the-job best public safety practices in responding to and handling emergency calls applying the International Academies of Emergency Medical and Emergency Fire Dispatch Priority Systems protocols and agency policies and procedures.
- Coaches and provides feedback to personnel on case reviews and quality improvement reports.
- Facilitates the EMD/EFD certification and recertification process.
- Develops and conducts continuing dispatch education training.
- Maintains required quality improvement and continuing education files, records, and tracking logs.
- Prepares and disseminates employee quality improvement reports.

911 QUALITY ASSURANCE SPECIALIST (continued)

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Illustrative Tasks (continued)

- Conducts quality assurance review investigations and compiles findings and recommendations.
- Participates and serves on the Quality Improvement Unit (QIU).
- Assists in the development of policy directives, procedures and performance goals.
- Identifies trends in performance and alerts management to need for training or changes.
- Fills in as public safety telecommunicator or trainer.
- Collaborates with the Training Supervisor in the review, development, maintenance and implementation of public safety telecommunicator training standards and materials.
- Reviews Daily Observation Report formats, benchmarks and evaluation guidelines for adherence to protocol and procedures.
- Assists with instruction and training of new public safety telecommunicators.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of automated office equipment, practices, and procedures.
- Knowledge of basic radio equipment operations and procedures (receiving/transmitting).
- Knowledge of basic telephone equipment operations and procedures.
- Knowledge of public safety software applications.
- Knowledge of county geography, corporate areas, roadway networks, locations of important attractions, major buildings, subdivisions and hospitals.
- Knowledge of Health Insurance Portability and Accountability Act (HIPPA) and the rules and regulations pertinent to area of assignment.
- Knowledge of police, fire and medical terminology, grammar, spelling, and math.
- Knowledge of recordkeeping practices and procedures.
- Skill in the application of quality customer service.
- Skill in the operation of automated office equipment.
- Ability to apply basic computer applications.
- Ability to distinguish varied pitches of bells, signals, and tones and different colors.
- Ability to hear through a headset while positioned at a work station for an extended period of time.
- Ability to make prompt, accurate decisions during emergency situations.
- Ability to react calmly and secure essential information when dealing with excited persons.
- Ability to simultaneously handle multiple calls/tasks.
- Ability to provide information correctly and concisely, both orally and in writing.
- Ability to type with reasonable speed and accuracy.

For official use only

Revised	EEOC Code	Overtime Code
11/15	Para-Professionals	Classified