



JOB DESCRIPTION

Position: Quality Assurance Technician
Reports To: Training Supervisor
FLSA Status: Non-Exempt
Last updated: 8/13/2023

Core Values: Ethics, Professionalism, Encouragement, Innovation

Position Summary:

The Quality Assurance Technician is responsible for executing tasks associated with the quality assurance (QA) programs in use at the Jefferson County Communications Center Authority (Jeffcom), by providing the necessary training, compliance oversight and ongoing continuing education. If assigned to review a discipline covered under standards set by the International Academy of Emergency Dispatch (IAED), the Technician will ensure compliance with and expand upon all QA requirements mandated by IAED and provide support as needed to ensure IAED accreditation standards continue to be met. The Technician should be cognizant of other relevant standards, including Association of Public-Safety Communications Officials (APCO) and NENA (National Emergency Number Association) standards, National Fire Protection Association's (NFPA) standards, and The Commission on Accreditation for Law Enforcement Agencies (CALEA) standards.

Supervision Received:

Works under the general supervision of the Training Supervisor.

Supervision Exercised:

None.

Essential Duties, Functions and Responsibilities:

(The duties listed are intended only as illustrations of the various types of work that may be performed and are in no way construed or perceived to be exhaustive. The employee may also be required to perform additional functions and duties as assigned.)

- Quality Assurance check of fire, medical, and law calls to include phone and radio.
- Process weekly reviews completed by QPR.
- Provide development and guidance for all employees through QA reviews.
- Identify policies, procedures, and processes that may need modifications.
- Prepare monthly and ad-hoc reports for management in response to external requests and according to policy and accreditation standards.
- Prepare and present monthly presentations to agency partners, EMD/EMD

steering committees, and others as assigned.

- Coordinate with the Training Supervisor to plan, develop, and implement training in areas relevant to the QA process.
- Assist with the training of newly hired personnel and prepare in-service training programs for all personnel as needed.
- Coordinate and execute the Jeffcom Quality Assurance program by preparing QA documentation and reports and reviewing these reports with employees to address issues discovered as necessary.
- Assist in certification and recertification of all employees in CPR, EMD, EFD or other necessary certifications as applicable.
- Train client/agency fire rescue and/or law enforcement personnel as needed in subject areas relevant to the QA process utilized by Jeffcom (including SEND Protocol as governed by IAED standards).
- Maintain comprehensive QA records and documentation as directed.
- Participate and assist in future accreditation assessments as needed.
- Interact with emergency communications specialists, shift supervisors, communications training officers, other division administrative staff, and representatives from law enforcement and fire rescue to identify and discuss issues pertaining to the training and QA process.
- Engage in ongoing education and attend pertinent conferences and trainings to maintain and expand skills and knowledge.
- Demonstrate knowledge of Jeffcom's rules, policies and procedures included in Jeffcom's Personnel Rules, Policy Manual, and Standard Operating Procedures.
- Possess and maintain core call-take and dispatch skillset(s). Assist with call-taking and/or dispatching for Jeffcom during extreme staffing shortages, special events or disasters.
- Regular and predictable attendance is required, including specified meetings, some of which may be off site and the ability to work more than 40 hours in a work week, including evenings, holidays, and weekends.
- Performs all other duties as assigned.

Minimum Education, Experience, License and Certification Requirements:

- Minimum of one (1) year of ECS experience at Jeffcom911.
- Experience with Fire or Primary Law radio dispatch position preferred.
- Possess and maintain Emergency Medical Dispatcher (EMD), CPR, Emergency Fire Dispatcher (EFD), and National Crime Information Center (NCIC)/Colorado

Crime Information Center CCIC certifications. Additional certifications may be required during employment.

- Proficiency with office procedures and equipment, including computers and applicable software, such as MS Office (Word, Excel, Outlook, PowerPoint), software related to law enforcement fire, and emergency medical services, and other office software.

Required Knowledge, Skills and Abilities:

- Must be familiar with or be able to develop a working knowledge of NICE recording, ProQA and AQUA applications.
- Experience in or knowledge of accreditation programs such as ACE, CALEA or APCO.
- Knowledge of professional standards relating to public safety communications as well as those standards for emergency response agencies that are relevant to Jeffcom operations.
- Ability to work under general supervision and instruction according to established practices and Jeffcom policies and procedures.
- Ability to develop and maintain cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.
- Outstanding customer service and interpersonal communication skills are required. Exceptional organizational skills and attention to detail are required. Ability to be flexible, innovative, and to work independently.
- Knowledge of applicable federal, state and local laws, codes and regulations relevant to emergency communications for law enforcement, fire, and emergency medical services.
- Knowledge of occupational hazards and standard safety practices.
- Ability to communicate effectively and to prioritize multiple tasks.
- Ability to read, write, speak and understand the English language at a level adequate to perform the duties of the position.
- Ability to travel periodically for conferences.

Physical Demands:

Lifting and Carrying:

Position requires ability to frequently lift/move objects of up to 10 pounds in weight, and occasionally lift/move objects of up to 25 pounds in weight.

Body Positions:

This position will involve sedentary, administrative work in an office environment. This position requires ability to sit for extended periods, and frequent pushing, pulling, pinching, gripping, reaching over head, reaching away from body, and repetitive motions. Standing, walking, kneeling, stooping, bending, lifting, and squatting also will be required as necessary to perform the duties of the position.

Vision and Hearing:

Use of sensory activities, such as talking, seeing, and hearing, will be required frequently. Position requires close vision and the ability to adjust focus.

Mental Requirements:

Information Retention:

Must be able to read, remember and use policies, procedures, criminal laws and ordinances that apply to the position.

Language Ability:

Must be able to speak English clearly and concisely to communicate with callers, emergency responders, and co-workers.

Reasoning:

Ability to apply common sense understanding to carry out instructions furnished in written or oral form and to solve problems with good judgment and decision-making skills.

Work Environment and General Information:

Work in a typical office environment with moderate noise level; some work may be done in the emergency communications center with other staff speaking on phones and radios, with moderate to loud noise levels. Work involves contact with other public jurisdictions and members of private industry. Contact with employees in work unit and in other departments. Work under general supervision with supervisor available to resolve unusual or complex work problems.


ADA Compliance Statement:

The human resources goal of Jeffcom is to select and retain the best qualified applicant for each available job. An applicant's or employee's disability will not remove the application from consideration or current employee from his/her job if the applicant or employee is able to perform the essential functions of the job with or without reasonable accommodation unless such accommodation will result in undue hardship for Jeffcom or pose a safety risk to the applicant, employee, or others.

Jeffcom complies with the American with Disabilities Act. If you require special accommodation in order to apply for this position, please contact Jeffcom Human Resources.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.


Executive Director 10/20/2023
Date


Human Resources 10/20/2023
Date

Employee Acknowledgment

I have read this job description (or had it read to me) and fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department, and if so I will be required to perform such additional duties and responsibilities. If I have questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the HR Manager.

Employee Signature

Print Name

Date