

York County Job Description

Job Title: Quality Assurance Specialist

Revision Date: 12/10/2007

Full time **Part time**

Hours of Work: 0800-1630

Hours per week: 40

Shift: Day

Department No: 70

Department Name: YCDES

Reports to (title only): Quality Assurance Supervisor

To be completed by the Human Resources Department:

FLSA Status: Exempt Non-Exempt

Classification:

Grade Level:

Please complete the following to ensure that the essential functions and requirements are accurate, clear and consistent with the needs of the position.

POSITION SUMMARY

The Quality Assurance Specialist assists the Quality Assurance Supervisor with the Department's established goals to maintain standards for performance and quality assurance for The County of York's E911 Communications Center. Through mandated Pennsylvania Emergency Management Agency guidelines, this position performs quality assurance reviews and conducts random samplings of E911 Communications calls. The Quality Assurance Specialist documents the findings of the reviews and enters and retrieves data within the department's computer system.

ESSENTIAL REQUIREMENTS

- High School Diploma or GED equivalent is required.
- Three (3) years of work experience in the field of Public Safety, or equivalent experience that provides the required knowledge, skills, and abilities in the primary areas of: fire, emergency medical services and police services.
- Proficient with Microsoft Word and Excel.
- Must pass a County background check with no record of criminal convictions, and be able to handle CONFIDENTIAL data disclosed which is protected by law.

Job Title: Quality Assurance Specialist

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assist the Quality Assurance Supervisor with quality assurance reviews set forth by Pennsylvania Emergency Management Agency (PEMA) guidelines in accordance with Section 120d.104 to evaluate a Telecommunicator's performance and functional efficiency on a routine basis.
- Conduct random samplings of E911 Communications Center calls on a reoccurring basis to ensure compliance with standards set by PEMA operating procedures for E911 Communications Centers.
- Review E911 Communications Center Telecommunicator calls for the following actions;
 - Call-Taking – Telephone Performance
 - Dispatching – Radio Performance
 - Emergency Medical Dispatch – Emergency Medical Dispatch Protocol
- Assist with the review of computer aided dispatch (CAD) reports.
- Assist with Customer Service via "Public Surveys," and "Field Unit Feedback" forms.
- Perform monthly reviews of Telecommunicator call-taking abilities; consisting of voice, hearing/speech impaired (TDD/TYY), and catastrophic nature incident types.
- Other reasonable duties as assigned by supervisory staff.

ESSENTIAL PHYSICAL AND MENTAL JOB REQUIREMENTS

Please check those items that apply to the *essential job functions* of the job title listed above. Each category **must** be completed.

1. Following Directions

- Full Understanding of Both Written and Verbal Instructions Required
- Understanding of Verbal Instructions Only Required
- Understanding of Written Instructions Only Required

2. Communication - English

- Excellent Verbal Communication Skills Necessary
- Basic Verbal Communication Skills Necessary
- Limited or No Verbal Communication Skills Necessary

3. Functional Reading - English

- Fluent Reading
- Recognition of Signs/Symbols
- Simple Reading
- No Reading Skills Required

4. Hearing

- Ability to Hear Required
- Limited Hearing
- Hearing Not Required

5. Seeing

- 20/20 Vision with Corrective Eyewear
- Limited Vision
- Vision Not Required

6. Functional Math

- Complex Computational Skills (Accounting and Financial Skills)
- Simple Computational Skills (Add, Subtract, Multiply, Divide, Percents)
- Simple Counting Skills
- No Mathematical Skills Needed

7. Time

- Must Tell Time to the Minute
- Must Recognize Specific Times (Arrival, Departure, Breaks, Lunch)

8. Orientation (Familiarity with Surroundings)

- Several Blocks From Building
- Building Only
- Work Area
- Room Only

9. Mobility Skills

- Mobility Within the Building
- Mobility Within a Four-Block Radius
- Driving Required

10. Sitting

- 75% - 100%
- 50% - 75%
- 25% - 50%
- Less than 25%

11. Standing

- 75% - 100%
- 50% - 75%
- 25% - 50%
- Less than 25%

12. Bending

- Knees and Waist
- Waist Only
- Knees Only
- No Bending Required

13. Lifting

- Greater than 30 lbs.
- 10 - 30 lbs.
- Less than 10 lbs.
- No Lifting Required

14. Reaching

- Greater than 6 Feet
- 2 - 6 Feet
- Less than 2 Feet
- Reaching Required

These statements are intended to describe the nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities and duties required of the job incumbents.