

Metro Communications Agency Job Description

Salary Grade	EEO Function/Category
\$48,582.14 - \$65,309.78	04/02

Job Classification	FLSA Status
Quality Assurance Coordinator	Exempt

Title of Immediate Supervisor
Business Manager

Job Summary
Oversee and administer the quality assurance program for Metro Communications Agency.

Task No.	Description
1.	Review quality management trends and processes to insure that quality and performance is monitored for callers, customers and patients.
2.	Monitor and identify problems in service and recommend appropriate training and/or corrective action.
3.	Coordinate program development for emergency dispatch training and continuing dispatch education.
4.	Coordinate and facilitate all emergency medical certification and recertification training, in cooperation the National Academy of Emergency Medical Dispatch and other designated oversight entities.
5.	Provide input into the development of the department budget.
6.	Assist in development of internal policies and procedures to ensure compliance with quality management guidelines.
7.	Coordinate accreditation and reaccreditation process for the Agency.
8.	Conduct random case review of medical and non-medical calls to measure protocol compliance.
9.	Participate in dispatch and call procedures on a regular basis to maintain necessary knowledge and skill level.

Task No.	Description
10.	Organize, distribute and file all quality assurance data findings within required guidelines to maintain confidentiality.
11.	Perform other such duties and functions as are necessary or incidental to the proper performance of this position.

Minimum Qualifications

Graduation from an accredited school with an associate's degree in public administration, criminal justice, computer science or related field and a minimum of two years' experience in public administration, public safety, or communications, with one year of supervisory experience preferred or any such combination of education, experience, and training as may be acceptable to the hiring authority.

Must possess Emergency Medical Dispatcher certification.

Must possess or obtain MPDS EMD Certification and MPDS EMD Q certification within three months of hire.

Preemployment Screenings

Preemployment screenings may include, but are not limited to, the following: drug screen, references, credit check, and full criminal background.

Knowledge, Skills, and Abilities

Ability to rapidly acquire working knowledge of approved principles, practices, and procedures of communication dispatch work.

Knowledge and ability to apply quality management concepts, practices, policies and procedures.

Ability to learn and apply EMD/MPDS protocols.

Ability to work in an environment under stressful conditions.

Ability to react quickly and calmly in emergency situations and deal with those requesting or requiring services in a prompt and courteous manner.

Ability to supervise and communicate orders, policies, and regulations governing the activities of the Metro Communications Agency.

Ability to establish and maintain effective working relationships within the agency and with other agencies and services served through the agency.

Ability to problem solve, make decisions, and take necessary action per established procedures and protocol.

Knowledge, Skills, and Abilities

Ability to analyze, organize and prioritize work.

Ability to communicate effectively, both orally and in writing.

Ability to maintain confidentiality and integrity of the Metro Communications Agency.