

OPERATIONS QUALITY ASSURANCE COORDINATOR

NATURE OF WORK

This is administrative and technical work directing a total quality assurance program for the Emergency Communications Center, and providing input to Center management.

Work involves providing input to management regarding overall operations of the Center, and directing the development and implementation of a total quality assurance program, including but not limited to Emergency Medical Dispatch quality review. Work also involves developing strategies that maintain a high degree of unit effectiveness and a cooperative atmosphere between department personnel, user personnel and members of the community. An employee in this class is expected to exercise considerable independent judgment and personal initiative within the framework of departmental policies. Supervision is received from the Communications Coordinator and Administrative Officer with work being reviewed in the form of reports, conferences and overall effectiveness of the quality assurance program for Emergency Service Dispatchers.

EXAMPLES OF WORK PERFORMED

Provides management with input regarding policies and procedures pertaining to the operation of the Center.

Coordinates with Center management to implement changes in procedures.

Develops processes and associated documentation for performance of quality assurance duties.

Confers with Operations Training Coordinator to coordinate remedial and ongoing training relative to total quality assurance.

Serves as supervisor/dispatcher on an as needed basis.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of Emergency Communications Center policies and procedures for the purpose of quality assurance and performance compliance.

Considerable knowledge of communications facilities, equipment and management practices as they pertain to the operation of a centralized public safety communication system.

Considerable knowledge of the types, personnel requirements and uses of firefighting apparatus and police units.

Considerable knowledge of the rules and regulations of the Federal Communications Commission as they pertain to the operation of a centralized emergency communication system.

Considerable knowledge of the names and locations of principal streets and buildings in Lincoln, Nebraska and surrounding villages in Lancaster County.

Ability to perform quality assurance in a fair and objective manner with quantified results as part of a total quality assurance program.

Ability to supervise and motivate personnel, analyze problems and provide Center management with identified solutions.

Ability to represent the Center in a professional manner.

Ability to interact with a variety of people.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent with considerable experience in the process and operation of communication and emergency service equipment utilized in dispatching public safety and medical emergency personnel including experience in a supervisory or training capacity with considerable experience in the dispatch process as well as in the use of equipment utilized by a communications center.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent with experience in the process and operation of communication and emergency service equipment utilized in dispatching public safety and medical emergency personnel including some experience in a supervisory or training capacity with experience in the dispatch process as well as in the use of equipment utilized by a communications center; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENTS


Current Emergency Medical Dispatch certification through the National Academy of EMD.

Current Emergency Medical Dispatch Quality Assurance (EMDQ) certification through the National Academy of EMD.

Current CPR certification.

Approved by:


Department Head


Personnel Director

2/2004

PS3104

PARK PLANNING ASSISTANT

NATURE OF WORK

This is responsible, technical work assisting project managers with planning and implementing park, trail and greenway improvement projects.

Work involves collecting, recording and reporting information associated with grants; coordinating public involvement processes for projects and programs; researching materials and supplies related to project development; researching property records; and coordinating the Neighborhood Self-Help program including organizing projects and associated volunteer labor. Work involves regular contact with the public through public meetings and through park construction projects involving volunteers. Work is performed with considerable independence, although reviewed and approved by the Planning and Construction Manager and the Natural Resources Manager.

EXAMPLES OF WORK PERFORMED

Collects and records data and performance outcomes; prepares grant reports, consistent with requirements of grantors, for review and approval by project manager.

Assists in collection of information and preparation of grant proposals for park, trail and greenway improvement projects.

Researches property information, including working with electronic records and the Register of Deeds office.

Prepares project newsletters and other written materials.

Develops and periodically updates mailing lists for public meetings, newsletters and project updates.

Organizes public meetings, including public notification; creates presentation materials for public meetings.

Researches and reports on materials and supplies related to project development.

Coordinates the Neighborhood Self-Help Program including preparation of informational materials, receiving and prioritizing funding requests, ordering materials and supplies, and organizing project construction including volunteer labor; monitors budget expenditures.

Develops and maintains a data base inventory of playground improvements.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of written communications, including technical report writing and business correspondence.

Knowledge of project planning processes.

Some knowledge of property record information.

Some knowledge of graphic information system computer programs.

Ability to collect, record and compile data relative to grants.

Ability to organize public meetings and public involvement processes.

Ability to conduct research and provide written and/or verbal summaries.

Ability to communicate effectively both verbally and in writing.

Ability to establish and maintain harmonious and effective working relationships with co-workers and the general public.

Ability to manage a work program involving multiple projects with varied priorities.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university with major course work in communications, environmental design or related field and training or job experience in computer graphics, desktop publishing, data base, and graphic information system programs.

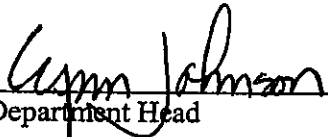
MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major course work in communications, environmental design or related field plus some training or job experience with computer desktop publishing and data base programs; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

Possession of a valid State of Nebraska driver's license with operating a vehicle is necessary to the satisfactory performance of assigned duties.

Approved by:


Department Head


Personnel Director

2/2004

PS5506

STARTRAN HANDI-VAN SUPERVISOR

NATURE OF WORK

This is responsible supervisory work involving the delivery of complementary paratransit services to Handi-Van and brokered taxi cab users.

Work involves responsibility for scheduling service users by means of a computerized scheduling/reservation system; dispatching Handi-Van Operators by means of a two-way radio system; and supervising and checking on Operators to insure compliance with operating schedules as well as established operating procedures and policies. Supervision is received from an administrative or a professional superior with work being reviewed in the form of observations, consultations and public comment. Schedule supervision is exercised over subordinate Handi-Van Operators.

EXAMPLES OF WORK PERFORMED

Oversees and supervises the implementation of complementary paratransit services in compliance with current City policies and transportation related ADA requirements; counsels drivers in proper methods of handling handicapped and elderly passengers to avoid injury to drivers and passengers.

Maintains and reviews daily work assignments of Handi-Van Operators for prompt pick-up and/or delivery times and missed trips; operates two-way radio system in the performance of dispatching duties; and operates a computerized scheduling/reservation system.

Responds orally and/or in writing to complaints; interviews drivers to determine validity of complaints; takes necessary action to eliminate future problems; evaluates and responds to driver's suggestions and complaints regarding riders, pick-up and destination locations.

Dispatches Handi-Van and brokered taxi cabs; receives trip requests from authorized riders and schedules to nearest requested time; schedules all return trips to appropriate van or brokerage service.

Monitors telephone answering device for trip requests on Sundays and holidays; confirms, denies or negotiates the request with clients for next day service.

Attends meetings and prepares reports as requested by management.

May supervise and participate in various training activities within the transit system.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the principles, practices and techniques of bus operations and the delivery of complementary paratransit services to the elderly and handicapped.

Considerable knowledge of transportation related ADA regulations as they apply to complementary paratransit services.

Knowledge of the City's street system and possible alternate routes.

Knowledge of the areas of service within the City.

Ability to supervise and monitor the activities of Handi-Van Operators and the delivery of complementary paratransit services.

Ability to utilize a computerized scheduling system.

Ability to prepare accurate and comprehensive reports.

Ability to understand and carry out both oral and written instructions.

Ability to establish and maintain effective working relationships with the League of Human Dignity, co-workers, Operators, and patrons of Handi-Van and brokered taxi cab services.

Skill in the operation of a two-way radio communication system.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent plus experience in the operations section of a municipal transit system; experience involving compliance with transportation related ADA guidelines in a complementary paratransit system; and some supervisory experience.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent plus experience involving compliance with transportation related ADA guidelines in a complementary paratransit system; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

Approved by:

Allen Abbott
Department Head

Don Tante
Personnel Director

02/2004

PS5602