



# LEE COUNTY

Board of Commissioners

One of Georgia's original counties ~ Established in 1825

---

**JOB TITLE:** 9-1-1 Training Coordinator

**DEPARTMENT:** Lee County Public Safety 9-1-1

**POSITION SUMMARY:** This position is responsible for performing training functions. Scheduling dispatcher for training to maintain the required 40 hours for POST. Keeping up with GCIC and Security Awareness Recertification's. Along with any other recertification's that the dispatchers need to maintain to do their job duties. For Example EMD. (Emergency Medical Dispatch). Along with in-house training of new hires, and Quality Assurance and Evaluations of current certified dispatchers.

**MAJOR DUTIES:** The following duties are normal for this position but are not all-inclusive. Other duties may be required and assigned.

- Supervises, directs and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining and completing employee performance appraisals; conducts and/or coordinates training activities for assigned employees.
- Maintains personnel and training records for the department.
- Assists with development, implementation, and monitoring of an approved standardized training program for communications center personnel, ensures ongoing training is available, establishes guidelines and goals for the department and creates an environment that fosters continuous learning and development for personnel.
- Serves as Primary Terminal Agency Coordinator (TAC) for GCIC; maintains documentation of employee certification and re-certifications according to GCIC rules and regulations; ensures GCIC security and integrity; monitors terminal access to system; maintains copies of security agreements signed by all operators; ensures adherence of system users to policies and procedures

---

Lee County is a thriving, vibrant community celebrated for its value of tradition encompassing a safe family oriented community, schools of excellence, and life long opportunities for prosperity and happiness without sacrificing the rural agricultural tapestry.

---

Chairman  
Billy Mathis  
District 3

Vice-Chairman  
John Wheaton  
District 1

Commissioner  
Luke Singletary  
District 2

Commissioner  
District 4

Commissioner  
George Walls  
District 5

County Manager  
Christi Dockery

County Attorney  
Jimmy Skipper

102 Starkville Avenue North  
Leesburg, Georgia 31763

Office: (229) 759-6000  
Fax: (229) 759-6050

[www.lee.ga.us](http://www.lee.ga.us)



# LEE COUNTY

## Board of Commissioners

One of Georgia's original counties ~ Established in 1825

---

established by GCIC; initiates any actions necessary to correct deviations or violations.

- Trains Communication Officer Trainees all aspects of public safety dispatch and call taking procedures, insuring knowledge of job responsibilities.
- Performs customer service functions; provides information/assistance regarding department services, activities, procedures, documentation, fees, or other issues; distributes forms/documentation as requested; responds to routine questions or complaints; researches problems/complaints and initiates problem resolution.
- Assists with the development, implementation and monitoring of a quality assurance program that addresses the delivery of service by the Communications Center.
- Compiles and/or tracks various statistical data pertaining to communications center operations.
- Operates a computer to enter, retrieve, review, or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, database, Internet, or other programs; maintains accuracy or recorded information on various forms, logs, and computer screens.
- Ensures departmental compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures.
- Familiar with Enhanced 911 equipment and other equipment and ability to recognize problems within the system; performs basic maintenance of computer systems and communications equipment; performs daily backups of computer data; replaces ink, toner, or paper; notifies appropriate vendor regarding problems within system.
- Obtains, maintains, and updates contact information that is programmed into the 911 telephone system records from government, public safety and other agencies or businesses.
- Ensures compliance of departmental policies and procedures.
- Maintains confidentiality of departmental documentation and issues.

---

Lee County is a thriving, vibrant community celebrated for its value of tradition encompassing a safe family oriented community, schools of excellence, and life long opportunities for prosperity and happiness without sacrificing the rural agricultural tapestry.

---

Chairman  
Billy Mathis  
District 3

Vice-Chairman  
John Wheaton  
District 1

Commissioner  
Luke Singletary  
District 2

Commissioner  
District 4

Commissioner  
George Walls  
District 5

County Manager  
Christi Dockery

County Attorney  
Jimmy Skipper

102 Starkville Avenue North  
Leesburg, Georgia 31763

Office: (229) 759-6000  
Fax: (229) 759-6050

[www.lee.ga.us](http://www.lee.ga.us)



# LEE COUNTY

Board of Commissioners

One of Georgia's original counties ~ Established in 1825

- Performs the duties of Communications Officer/Supervisor to work console when assigned by 911 Director.

## ADDITIONAL REQUIREMENTS:

- Requires the ability to exercise judgment, decisiveness, and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.
- Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.
- Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.
- Requires the ability to speak distinctly and effectively convey information to the public, other employees, public safety agencies, support agencies, etc.; requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.
- Requires the ability to deal tactfully with the public, other employees, and responders at all times.
- Requires the ability to multi-task; requires the ability to perceive and discriminate sounds and visual cues or signals.
- Requires the ability to type at a reasonable rate of speed with a high level of accuracy.
- Maintains current knowledge of applicable laws, regulations, policies, and procedures; maintains an awareness of new procedures, trend, and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.

---

Lee County is a thriving, vibrant community celebrated for its value of tradition encompassing a safe family oriented community, schools of excellence, and life long opportunities for prosperity and happiness without sacrificing the rural agricultural tapestry.

---

Chairman  
Billy Mathis  
District 3

Vice-Chairman  
John Wheaton  
District 1

Commissioner  
Luke Singletary  
District 2

Commissioner  
District 4

Commissioner  
George Walls  
District 5

County Manager  
Christi Dockery

County Attorney  
Jimmy Skipper

102 Starkville Avenue North  
Leesburg, Georgia 31763

Office: (229) 759-6000  
Fax: (229) 759-6050

[www.lee.ga.us](http://www.lee.ga.us)



# LEE COUNTY

## Board of Commissioners

One of Georgia's original counties ~ Established in 1825

---

- Must be self-driven and able to educate self in various competencies.

### MINIMUM QUALIFICATIONS:

- High school diploma or GED, supplemented by college level course work or vocational training in business administration, office administration, personal computer operations, or geographic information systems; or three years previous experience and/or training or any equivalent combination of education, training, or experience which provides the requisite knowledge, skills, and abilities for the job.
- Successful completion of background check, including fingerprinting, and other procedures used by public safety agencies for prospective employees, and compliance with requirements for GCIC background check.
- Possess and maintain a valid Georgia Driver's License.
- Possess State of Georgia Basic Communications Certification, CPR, GCIC Certification.
- May require obtaining and maintaining Emergency Medical Dispatch (EMD) Certification.
- Obtain and maintain TAC Certification.
- Must have knowledge of computer systems, computer software and applications, and modern office procedures.
- Must be able to work holidays, weekends, and any period beyond 40-hour workweek that may be requested.
- Requires the ability to work in a confined space for extended periods of time.
- Must possess good time management skills.
- Ability to deal courteously and diplomatically with management, co-workers, agencies, and the public.

### SUPERVISION EXERCISED:

Supervises Communications Officers

---

Lee County is a thriving, vibrant community celebrated for its value of tradition encompassing a safe family oriented community, schools of excellence, and life long opportunities for prosperity and happiness without sacrificing the rural agricultural tapestry.

---

Chairman  
Billy Mathis  
District 3

Vice-Chairman  
John Wheaton  
District 1

Commissioner  
Luke Singletary  
District 2

Commissioner  
District 4

Commissioner  
George Walls  
District 5

County Manager  
Christi Dockery

County Attorney  
Jimmy Skipper

102 Starkville Avenue North  
Leesburg, Georgia 31763

Office: (229) 759-6000  
Fax: (229) 759-6050

[www.lee.ga.us](http://www.lee.ga.us)



# LEE COUNTY

## Board of Commissioners

One of Georgia's original counties ~ Established in 1825

---

### SUPERVISION RECEIVED:

9-1-1 Director

**PHYSICAL DEMANDS:** The work is performed with the employee sitting, standing, walking, bending, crouching or stooping.

**WORK ENVIRONMENT:** The work is typically performed in an office and requires irregular working hours.

For more information on this position and/or application, and to submit all required documentation, contact:

### Brandy Hoey

Human Resources Director  
Lee County Board of Commissioners  
102 Starksville Avenue North  
Leesburg, Georgia 31763  
229-759-6000 Office  
229-759-0114 FAX  
[www.lee.ga.us](http://www.lee.ga.us)

*Lee County, Georgia, is an Equal Opportunity Employer and Drug Free Workplace. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

---

Lee County is a thriving, vibrant community celebrated for its value of tradition encompassing a safe family oriented community, schools of excellence, and life long opportunities for prosperity and happiness without sacrificing the rural agricultural tapestry.

---

Chairman  
Billy Mathis  
District 3

Vice-Chairman  
John Wheaton  
District 1

Commissioner  
Luke Singletary  
District 2

Commissioner  
District 4

Commissioner  
George Walls  
District 5

County Manager  
Christi Dockery

County Attorney  
Jimmy Skipper

102 Starksville Avenue North  
Leesburg, Georgia 31763

Office: (229) 759-6000  
Fax: (229) 759-6050

[www.lee.ga.us](http://www.lee.ga.us)