

# North Carolina APCO Annual Awards

All nominations are due by no later than July 31 of each year.

Award winners are announced at the Annual APCO State Conference.

## Telecommunicator of the Year Award

An award will be given to the individual who best satisfies the listed criteria. The award will recognize the Telecommunicator who performs in an outstanding manner throughout the year.

### Criteria

- Describe the nominee's public safety communications agency.
  - Describe the nominee's duties and responsibilities.
  - Tell us how long the nominee has been at this job, and any previous positions the nominee has held.
  - Describe how the nominee demonstrates a willingness to operate as a team player.
  - Give examples of actions that reflect the tradition of public-safety service.
  - Describe how the nominee demonstrates their knowledge of the profession.
  - Show the nominee's demonstration of exceptional courage, foresight, alertness and skill in the performance of their profession.
  - In 200 words or less, describe why the candidate should receive Telecommunicator of the Year.
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## Line Supervisor of the Year Award

An award will be given to the individual who best satisfies the listed criteria. The award will recognize the Line (Shift) Supervisor who performs in an outstanding manner throughout the year.

### Criteria

- Describe the nominee's public safety communications agency.
  - Describe the nominee's duties and responsibilities.
  - Describe the nominee's quality of supervision.
  - Describe how the nominee demonstrates flexibility in task assignments and capabilities.
  - Tell us how long the nominee has been at this job, and any previous positions the nominee has held.
  - Describe how the nominee demonstrates a willingness to operate as a team player.
  - Give examples of actions that reflect the tradition of public-safety service.
  - Describe how the nominee demonstrates their knowledge of the profession.
  - Show the nominee's demonstration of exceptional courage, foresight, alertness and skill in the performance of their profession.
  - In 200 words or less, describe why the candidate should receive Line Supervisor of the Year.
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## Communications Center Director of the Year Award

An award will be given to the individual who best satisfies the listed criteria. The award will recognize the Communications Center Director who performs in an outstanding manner throughout the year.

### Criteria

- Describe the nominee's public safety communications agency.
  - Describe how the Communications Center Director has worked to improve working conditions for employees
  - Describe innovative procedures used by the Director and the implementation of these procedures that enhanced productivity, improved standards and demonstrated dedication to the field of public safety communications.
  - Describe how the nominee has improved the quality of service provided to the community.
  - In 200 words or less, describe why the candidate should receive the Communications Center Director of the Year Award.
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## **Commercial Member of the Year Award**

An award will be given to the individual who best satisfies the listed criteria. This award will recognize the Commercial Member who performs in an outstanding manner throughout the year.

### **Criteria**

- Describe how the nominee presents a positive attitude of themselves, their company and APCO.
  - Describe how the nominee demonstrates a professional demeanor, with special emphasis on courtesy, professionalism, and outstanding customer service.
  - Describe the nominee's willingness to do whatever necessary to help and assist customers in emergency situations.
  - Describe the nominee's willingness to attend and participate in chapter meetings, conferences, and other official functions.
  - Provide a list of the nominee's accomplishments and achievements in the last year that have promoted or reflected positively on APCO and our overall mission.
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## **Technician of the Year Award**

An award will be given to the individual who best satisfies the listed criteria. This award will recognize the Technician who performs in an outstanding manner throughout the year.

### **Criteria**

- Describe the nominee's public safety communications agency.
  - Describe the nominee's duties and responsibilities.
  - Tell us how long the nominee has been at this job, and any previous positions the nominee has held.
  - Describe how the nominee demonstrates flexibility in task assignments and capabilities.
  - Describe the nominee's quality of work performance.
  - Give examples of actions that reflect the tradition of public-safety service.
  - Describe how the nominee demonstrates their knowledge of the profession.
  - Show the nominee's demonstration of exceptional courage, foresight, alertness and skill in the performance of their profession.
  - In 200 words or less, describe why the candidate should receive the Technician of the Year Award.
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## **Support Personnel of the Year Award**

An award will be given to the individual who best satisfies the listed criteria. This award will recognize the support person who performs in an outstanding manner throughout the year.

- Describe the nominee's public safety communications agency.
- Describe the nominee's duties and responsibilities.
- Describe the nominee's quality of supervision.
- Describe how the nominee demonstrates flexibility in task assignments and capabilities.
- Tell us how long the nominee has been at this job, and any previous positions the nominee has held.
- Describe how the nominee demonstrates a willingness to operate as a team player.
- Give examples of actions that reflect the tradition of public-safety service.
- Describe how the nominee demonstrates their knowledge of the profession.
- Show the nominee's demonstration of exceptional courage, foresight, alertness and skill in the performance of their profession.
- In 200 words or less, describe why the candidate should receive the Support Personnel of the Year Award.

This award will be presented to any support personnel that has a direct impact on the daily operations of your Communications Center. These positions are listed as, but not limited to, Assistant Director, Training Officer, Quality Assurance Officer, Administrative Assistant, or CAD Specialist.

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## **Shift / Team of the Year Award**

This award is presented to a group of two or more telecommunicators in recognition of their exemplary handling of a specific 9-1-1 emergency, such as a natural disaster or other situations, which involves the coordination of multiple public safety responses and other emergency resources.

### **Criteria**

The group's handling of a specific 9-1-1 or other emergency call should reflect his or her ability to: listen and comprehend the caller's request for help; take command of the conversation to obtain necessary information; make independent decisions related to proper emergency response; think and respond quickly and/or creatively as the emergency situation dictates; reassure a frightened, confused, or upset caller; address the needs and concerns of the caller; remain calm and maintain professional discipline in handling of the call; and respond as special circumstances may dictate, including coordinating multi-jurisdictional agency response or local resources other than public safety.

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### **Craig Moser Award**

This award will be given to a dedicated, committed North Carolina APCO member in good standing, who in your opinion has shown exceptional contributions to the betterment of the Chapter and promoted improvements that benefit all members.

Any NC APCO member may nominate another member. Nominations should be made in written narrative form, explaining, in detail, what the nominee has done to promote and enhance NC APCO. The Executive Board will then review all nominations, and a selection will be made.

No Executive Board Member will be eligible for the award during their term.

The person receiving the award will be inducted into the NC APCO Hall of Honors.