



E911 Director (1150)

FLSA Status: Exempt

Pay Grade: 26

Safety-Sensitive: Yes

Purpose

The purpose of this classification is to plan, direct, and oversee the operations and staff of the Bulloch, Evans and Candler County E-911 communications department.

Primary Responsibility

Provides excellent service, pursues continuous improvement and exceeds expectations.

Typical Duties

Supervises regular and temporary staff: plans, coordinates, assigns and reviews work of individuals and the team; evaluates training needs and provides instruction; schedules staff vacations and approves sick leave; recommends discipline, disciplinary actions, discharge and salary increases; prepares timesheets; interviews candidates; conducts employee performance evaluations; establishes and promotes employee morale.

Administers and oversees emergency communications operations and activities to ensure timely receipt, dispatch, and handling of emergency communications: coordinates with law enforcement, fire, emergency medical service and other responders; ensures staff performance is in accordance with established policies, procedures, and regulations; directs and evaluates employee training programs; and maintains related documentation.

Develops and oversees implementation of strategic plans and initiatives for department services: develops department goals and plans; establishes action plans to meet goals; develops/revises organizational structure to ensure effective management, oversight and delivery of services; evaluates performance indicators; conducts program assessments, feasibility studies, and bid selections on projects; and makes recommendations to County Manager and Board of Commissioners.

Serves as the legal records holder for the department, including 911 calls, radio recordings and CAD system records: responds to records requests; makes 911 recordings for court cases; appears in court as needed; responds to complaints from the public or other agencies regarding dispatch operations, which may include discussing with the complainant, listening to tapes, reviewing the incident, discussing with staff and responding to and resolving complaints.

Oversees department equipment and system function and data: ensures radio systems are in compliance with Federal Communications Commission regulations; makes changes for the master street address guide (MSAG) as needed; ensures address ranges are correct for the mapping program; and makes changes to the CAD system to reflect new personnel, units or addresses.

Develops, administers, and oversees the preparation of department budget: prepares and presents budget; prepares interim budget reports including recommendations on fiscal strategies; monitors

expenses for compliance with approved budget; and directs staff to make appropriate adjustments to ensure a balanced budget.

Advises County Manager and Board of Commissioners regarding emergency communications activities, programs, operational issues, training, and initiatives: prepares and presents monthly, quarterly, and/or annual reports on emergency communications activities as required.

Meets and confers with various governmental entities and community, social, and civic organizations regarding provision of emergency communications services: concerns regarding emergency communications services; attends meetings and presents reports as needed.

Maintains a current, comprehensive knowledge and awareness of applicable laws, regulations, principles and practices relating to provision of 911 communications services: reads professional literature; maintains professional affiliations; and attends meetings, workshops, hearings, and training sessions as required.

Performs other related duties as required.

Minimum Qualifications

Bachelor's Degree in Communications or a related field required; supplemented by five years of experience in communications, to include lead or supervisory experience, or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid Georgia driver's license. Must possess and maintain the following certifications: CPR, Emergency Medical Dispatch, and Emergency Management.

Performance Aptitudes

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to function in a managerial capacity for a division or organizational unit; includes the ability to make decisions on procedural and technical levels.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools and/or materials requiring complex and/or rapid adjustments.

Verbal Aptitude: Requires the ability to utilize consulting and advisory data and information, as well as reference, descriptive and/or design data and information as applicable.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving broader aspects of organizational programs and operations, moderately unstable situations, or the direction, control and planning of an entire program or set of programs.

ADA Compliance

In compliance with the Americans with Disabilities Act (ADA), 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.

Physical Ability: Requires light physical effort involving lifting, carrying, pushing, or pulling between 5 to 10 pounds of weight in sedentary to light work.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to make changes at any time without notice.

Created July 2019