



# 911 Communications Director

## JOB DESCRIPTION

Job Title: 911 Communications Director

Job Code: CM101

Pay Grade: 133

Effective Date: December 2021

FLSA: Exempt

Revision Date: December 2021

### NATURE OF WORK

Under general direction, administers, plans, coordinates, and manages the operations and activities of the Lewis County 911 Communications Center; develops and directs 911 Communications Center and Radio Division projects; supervises 911 Telecommunications and Radio operations; and supervises assigned personnel.

### ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Leads, manages and coordinates the operations of the 911 Communications Center.
- Develops, implements and revises 911 plans, programs, policies, and procedures.
- Hires, trains, and evaluates the performance of assigned personnel; establishes and evaluates appropriate performance and operation standards.
- Prepares, presents and oversees the department budget; maintains accounting records and prepares reports. Develops the long-range financial and capital improvement plans; researches, writes, and manages applicable grants; establishes staff goals and objectives based on the department goals set by the County Board of Commissioners.
- Manages and coordinates use of county radio communications infrastructure, including developing long and short term planning.
- Responsible for the coordination with other 911 Centers for emergency contingency backup, coordination with the software, radio, telephone and computer operating system providers.
- Manages the repair, maintenance and replacement of existing equipment, and purchase and installation of updated systems. Plans capital expenditures to support the system which includes county, city and fire frequencies and their backups.
- Ensures compliance with all applicable Federal, State, FCC and local laws and regulations. Ensures that all equipment is operable and properly maintained. Negotiates and administers associated maintenance agreements.
- Facilitates meetings to ensure effective and efficient use of time and resources. Serves on numerous boards and committees as the County 911 representative including the State 911 Advisory Committee.
- Maintains proper staffing levels for assigned shifts at all times.
- Develops various operating reports detailing department statistics, activity, dispatcher performance, and scheduling other administrative information.
- Represent the Communications Center at community, county, state and other meetings as needed. Assigns staff to job assignments as needed, and reviews work to ensure accuracy and completeness.
- Ensures appropriate and efficient records management and adequate security of records and the facility.
- Manage and enforce Labor Contract and negotiate new contracts.
- Review and evaluate any proposals from user agencies regarding services provided by Lewis County 911, issues of performance standards and/or procedures for implementation costs, benefits and liabilities, and other matters.

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Serves as primary liaison to the public and the media in all matters pertaining to Lewis County 911, during day-to-day operations and in times of emergency. Collaborate with local officials in the development of local emergency response programs.

**WORKING ENVIRONMENT / PHYSICAL DEMANDS:**

Work is performed in a standard office environment and in and around County facilities; subject to sitting, standing, walking, bending, reaching, and lifting of objects up to 25 pounds.

**EMPLOYMENT STANDARDS:**

Bachelor's degree in Business Management, Public Administration, Criminal Justice, or related field, plus a minimum of three (3) years' experience in a 911 Communication Center or Emergency Services with administrative or supervisory responsibilities or other related field

Valid driver's license. Successful completion of a pre-employment criminal history background investigation. Psychological examination if requested.

NENA Center Manager Certification Program, NENA ENP 911 Certification, APCO Certified Public Safety Executive Program, APCO Registered Public Safety Leader, and/or other certifications may be required.

**KNOWLEDGE AND SKILLS:**

**Knowledge of:**

- County policies and procedures.
- Principles, regulations, and practices of E911, Radio, and Homeland Security operations, policies, and procedures.
- Public safety communication's environment, demands, requirements and related laws, regulations and systems.
- 911, Radio, & Homeland Security.
- Regulations and standards governing the 911, Radio, & Homeland Security operations.
- Processes for developing and administering budgets.
- Accounting principles and practices in the analysis and reporting of financial data.
- Supervisory principles, practices, and methods.
- Principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff

**Skills in:**

- Managing and coordinating the operations and activities of the County's 911 Communications Center.
- Logic and reasoning to analyze, understand, and evaluate complex situations.
- Establishing and maintaining effective working relationships with staff, County departments, contractors, vendors, service providers, outside agencies, community groups, and the general public.
- Communicating effectively verbally and in writing.
- Developing and administering budgets and monitoring departmental expenditure.
- Supervising, leading, and delegating tasks and authority.
- Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.