

Shelby County Government

POSITION DESCRIPTION

POSITION TITLE:	9-1-1 Director	DEPARTMENT:	9-1-1 Communications
CLASSIFICATION:	Exempt	SUBMITTED BY:	Human Resources
SALARY RANGE:	\$48,000-55,000	APPROVED BY:	County Judge Executive

REPORTING RELATIONSHIPS

POSITION REPORTS TO: County Judge-Executive

POSITIONS SUPERVISED: Telecommunications Personnel

POSITION PURPOSE

Directs and coordinates activities of personnel engaged in receiving emergency and non-emergency calls, dispatching personnel and equipment, and providing pre-arrival instructions to callers by performing the following duties:

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. Prepares work schedules to ensure that sufficient personnel are available for workload demands.
2. Reviews dispatch operations to identify technical and operational training needs and recommend operational improvements.
3. Reviews and recommends modifications to computer-aided dispatch, radios and telephones systems.
4. Assist in preparing, attending and critiquing disaster preparedness and WMD exercises in the County.
5. Assigns duties and examines work for conformance to county policies and procedures.
6. Coordinates emergency calls and communicates emergency calls and information and assistance requests involving law enforcement, fire, EMS and EMA agencies.
7. Ensures the timely entry, modifications and cancellation of information into the CJIS system
8. Tests and inspects all communication equipment as needed.
9. Prepares reviews and maintains reports, statistic and records relative to 9-1-1 operations.
10. Maintains current Inventory of all communications equipment and resources.
11. Meets with representatives of the various emergency services to develop, review and update policy and procedures.
12. Assists in the establishment and maintenance of the Emergency Operations Center.
13. Attends Fiscal Court meetings to update local officials.
14. Attend specialized training sessions relative to 9-1-1 communication centers and disaster preparedness.
15. Work with Shelby County Human Resources to maintain accurate and up to date job descriptions for communications personnel.
16. Responsible for 9-1-1 Addressing for Shelby County

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Graduate of a college/university in related field
- CJIS Certification
- Telecommunications Certification
- EMD Certification
- Current Driver's License

EXPERIENCE REQUIRED:

- Administrative Work Experience may substitute for college education requirement
- Previous work experience as a Director or Assistant Director of a 9-1-1 service
- 2 years computer experience – Microsoft Word, Excel, PowerPoint and Database Software.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of Business Management Principles and Techniques
2. Knowledge of Local, State and Federal Regulations applicable to the program.
3. Knowledge of CAD systems.
4. Ability to analyze complex budget, inventory and agency issues.
5. Ability to maintain confidential information and exercises professional judgment.
6. Ability to deal with the public, government officials and other agencies professionally.
7. Ability to organize and administer the agency programs.
8. Ability to communicate orally and in writing.
9. Ability to react quickly and competently in an emergency situation.

CONDITONS OF EMPLOYMENT: Background Check, Drug Screen, Polygraph, Direct Deposit

WORKING CONDITIONS PHYSICAL EFFORT:

- Work is typically performed indoors sitting at a desk with intermittent sitting, standing and stooping.
- Lifting up to 20 pounds is requirement of the position.
- Ability to set up and operate mobile communications center for extended periods during special events or disasters

OVERTIME REQUIREMENTS: Exempt

AVAILABILITY: Regular Shift may be contacted on emergency basis.

INTENT AND FUNCTIONS OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral task, only incidentally related to each position, have been excluded. Requirements, skills, and abilities however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the American Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reasons not prohibited by law.