



911 Director 911 Communications

911/1-768

JOB SUMMARY

This position is responsible for directing the overall operations of the 911 Communications Department.

MAJOR DUTIES

1. Oversees the daily operations of the 911 Communications Center and the allocation of personnel and resources.
2. Receives and evaluates complaints and suggestions from citizens, external agencies, and Center personnel.
3. Serves as the primary liaison for industry partners; serves as secondary liaison to the public services agencies within Fayette County.
4. Oversees workflow; conducts performance evaluations; makes decisions regarding the recruitment, selection, and hiring of personnel.
5. Makes recommendations regarding the purchase of radio equipment; oversees all aspects of radio equipment installation, inspection, and maintenance.
6. Secures and maintains permanent records of emergency calls received and dispatched; monitors Center operations; testifies in court; provides information to the public in regards to operations, directives, and procedures.
7. Assumes primary responsibility for operational procedures, directives, and communications operation implementation by department employees in accordance with national standards.
8. Formulates, implements, and monitors annual maintenance, operating, and capital budgets.
9. Presents information to the public about 911 services; conducts presentations before various civic and business organizations; networks with other public safety agencies.
10. Attends schools and seminars to remain informed of changes in legislation and Public Safety Communication trends and developments; attends available training on management theories, fiscal responsibility, leadership, and related skills.
11. Attends, chairs, and presents at various meetings, committees, and councils to represent the Fayette County 911 Center.
12. Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of standard management and supervisory practices.
2. Knowledge of Fayette County 911 procedures and directives.
3. Knowledge of county policies and loss prevention guidelines.
4. Knowledge of NCIC/GCIC standards and regulations.
5. Knowledge of trunking and conventional radio systems.
6. Knowledge of emergency communication equipment operation, maintenance, and repair.
7. Knowledge of computers and job related software programs.
8. Skill in the development and management of annual budgets.
9. Skill in public and interpersonal relations.
10. Skill in oral and written communication.

SUPERVISORY CONTROLS

The County Manager assigns work in terms of department goals and objectives. The supervisor reviews work through conferences, reports, and observation of department activities.

GUIDELINES

Guidelines include Federal Communication Commission rules and regulations, Fair Labor and Standards Act requirements, the Georgia Telephone Act, National Crime Information Center/Georgia Crime Information Center rules and regulations, the Fayette County Policy and Procedures Manual, and the Fayette County Loss Prevention Manual. These guidelines require judgment, selection, and interpretation in application. This position develops department guidelines.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied management, supervisory, and administrative duties. Frequent technology changes contribute to the complexity of the position.
- The purpose of this position is to direct the activities of the 911 Center. Success in this position contributes to the efficient response to emergency incidents.

CONTACTS

- Contacts are typically with co-workers, law enforcement personnel, firefighters, emergency medical providers, elected and appointed officials, judges, court personnel, vendors, business professionals, and members of the general public.
- Contacts are typically to give or exchange information; resolve problems; provide services; motivate and influence persons; or justify, defend, negotiate, or settle matters.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table. The employee occasionally lifts light or heavy objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Assistant 911 Director (1).

SPECIAL CERTIFICATIONS AND LICENSES

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Successful completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment and every three (3) years thereafter. Successful completion of APCO Public Safety Telecommunicator I (PSTI), if needed for additional APCO certifications. Successful completion of Georgia Crime Information Center (GCIC) Criminal Justice Information System (CJIS) Network Operator training with sixty (60) days of employment and every two (2) years thereafter. Successful completion of APCO Emergency Medical Dispatch (EMD) Certification, Fire Services Communication (FSC) Certification, Law Enforcement Communications (LEC) Certification and recertification every two (2) years. National Incident Management System (NIMS) 100, 700, 200, 800 and classroom 300 and 400 certifications. American Heart Association CPR certification.

ADA COMPLIANCE

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post-accident, and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute, or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of baccalaureate degree in a course of study related to the occupational field.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require five to ten years of related experiences within the 911 industry.
- Must possess an Emergency Number Professional (ENP) certification or Registered Public Safety Leader (RPL) Certification or be able to obtain one within the first 12 months of hire.
- Possession of or ability to readily obtain NCIC/GCIC certification.
- Must be at least 18 years of age.
- Must have a high school diploma or equivalent.
- Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.
- All military experience must be documented on a DD214 with honorable discharge.
- Must be a U.S. citizen.
- Must be able to pass a background investigation and pre-employment testing.