

Assistant Director of Emergency Communications



General Summary of Classification:

Primary responsibility for the administrative oversight and management of major division of operations: 911 emergency call center operations operating on a 24-hour/365 days basis, or operational support services including public safety radio communications equipment support; receives policy & administrative guidance from the Chief of the Emergency Communications; primary responsibility is to ensure the call center operations effectively serves the needs of 911 callers and emergency response personnel; supervises supervisory staff; performs other duties as assigned.

Examples of Primary Tasks, Duties, and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Oversees staffing, training, and development activities and initiatives to ensure personnel remain fully trained, certified, and in a constant state of readiness; and oversees various operational support activities to ensure workstations and call center communication networks and interfaces are fully maintained and operational within parameters;
- Assists the Chief in directing the overall operations of the department, including budget preparation, managing assigned operations within approved budgets, asset and inventory procurement and management;
- Ensures ongoing operational readiness and compliance with all County, partner agency and regulatory entities' protocols and standards related to emergency call center's staffing and operations, workstation and communications equipment, networks and interfaces; ensures the consistent use of appropriate response protocols; ensures SOP's are reviewed and updated based on changes impacting training, operations, certification or accreditation, or other relevant requirements;
- Performs various personnel management duties and assists supervisors with handling employee and staffing issues;
- Serves as essential personnel during declared emergencies and inclement weather;
- Performs other duties as assigned.

Knowledge, Skills, and Abilities (KSA) Typically Required:

- **Occupation-specific:** Maintains a comprehensive working knowledge of federal and state regulations governing emergency communications, public safety radio transmissions, and interactions with potentially protected information (e.g. HIPAA); comprehensive working knowledge of County geography and highway/street system; of fire, police, and rescue resources and of emergency communications systems, equipment, and dispatching protocols; and a comprehensive working knowledge of and familiarity with public safety functions and communications systems and equipment.
- **Technical:** Excellent computer skills with the demonstrated ability to proficiently use typical business software, proprietary systems and applications to complete assigned tasks; maintains a sound knowledge of an 800 MHz digital trunked radio system and its operation, application and capabilities in an emergency communications center setting; maintains a current working knowledge of emergency communications technologies and trends necessary to operate efficiently and effectively.
- **Communication, Customer Service, and Interpersonal:** Excellent written and oral skills with the ability to communicate clearly and accurately, both verbally and in writing; builds and maintains effective and collaborative working relationships.
- **Decision-making, and Authority:** Interprets and adheres to complex protocols, policies, situational criteria and data, and all applicable regulations impacting emergency communications and response; makes sound decisions independently, appropriately involving the Chief as needed; excellent organization skills; demonstrated ability to plan and execute assigned operations and duties effectively within established deadlines and parameters.
- **Leadership:** Supervisory. Provides sound leadership and guidance to supervisory staff and department personnel; serves as County liaison with various emergency response and communications agencies, groups or committees as assigned.
- **Environment:** High-stress environment. Works in an office setting; may work in a call center or other setting as needed.
- **Physical:** Visual and hearing acuity sufficient to interact accurately and effectively with department staff and collaborate effectively with emergency response personnel and other local and regional stakeholders and partners including in noisy, or high-stress environments. Physical ability sufficient to perform assigned duties.

Minimum Education and Experience:

Education: Four (4) year degree in a relevant field of study preferred;

Experience: Six (6) years of relevant work experience in the public safety communications field in an 800 MHz digital trunked radio or corresponding system environment, including at least three (3) years of supervisory experience;

OR: Any equivalent combination of education and experience which provides the necessary knowledge, skills, and abilities.

Other Requirements (License, Certifications, Training, etc.):

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of NIMS ICS 700. Additional NIMS ICS training courses may be required.
- May require additional training and certifications based on assigned duties and department's needs.