

POSITION DESCRIPTION
COUNTY OF DECATUR, INDIANA

POSITION: Director

DEPARTMENT: E-911

WORK SCHEDULE: As scheduled

STATUS: Full-time

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill and/or ability required. Decatur County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodations to complete the application process or perform essential functions of the job, unless the accommodations would cause an undue hardship. Incumbent serves as Director for Decatur County E-911 Central Dispatch, responsible for directing E-911 Central Dispatch, responsible for directing E-911 Center operations and supervising assigned personnel.

DUTIES:

Oversees Public Safety Communications Center operations and all programs and/or services provided to participating Police, Fire, and EMS agencies.

Supervises Department personnel, including administering personnel programs, maintaining proper staffing levels, interviewing, recommending and hiring personnel, providing orientation for new subordinates, planning/delegating work assignments, establishing goals/standards, conducting staff performance evaluations, reviewing position responsibilities and salaries, informing staff of organizational developments, resolving problems/conflicts, and implementing disciplinary procedures as warranted.

Prepares department payroll and expense claims, and submits vouchers to the County Auditor on a weekly or bi-weekly basis. Maintains personnel and activity records.

Develops and administers staff training programs/exercises, maintains training records, and ensures all personnel and Dispatch Center certifications are current.

Maintains 911 software and ensures proper operation of voice recording system, including performing system maintenance, security, and storage of media, and providing recordings to Prosecutor's Office, attorneys, and appropriate law enforcement agencies.

Ensures radio equipment is in proper working order and ensures all FCC licenses are current and up-to-date.

Monitors weather emergency alerts, as well as regularly test and activate all alarms in the event of an emergency.

Performs Dispatcher duties as needed.

Prepares and presents annual budget requests to the County Council. Prepares monthly and annual operating and financial reports, verifies financial transactions, and maintains accurate financial records.

Regularly updates the Governing/Advisory Board on all aspects of the operation; including financial status, current problems, and future needs. Formulates and recommends policy and procedural changes to the Board, develops, and implements new programs, and coordinates all purchasing for the Dispatch Center. Monitors new developments within the communications industry and makes recommendations to the Board.

Promotes public awareness of 911 emergency telephone systems. Coordinates with law enforcement, fire, medical agencies, and participating telephone companies in matters pertaining to the 911 emergency telephone system and provides periodic updates to all local authority and agencies.

Maintains/compiles data and prepares and submits required reports.

Serves on various boards and committees and periodically attends meetings, conferences, and professional education workshops.

Occasionally testifies in legal proceedings/court.

Serves on 24-hour call for emergencies.

Performs related duties as assigned.

JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or GED.

Must be at least 21 years of age.

Three (3) years of increasingly responsible administrative or management experience in public safety emergency communications operation of which three years shall have been managing and supervising computer aided dispatching, including program development in a centralized

combined communications center; or Three (3) years of increasingly responsible supervisory, administrative, and/or management experience.

Bachelor's Degree in a related field, or a combination of certifications and college level education to perform the job as determined by the 911 Board of Decatur County.

Five years of experience in a Police, Fire, EMS, or dispatch setting.

An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Indiana or IAEM (International Association of Emergency Managers) Professional Emergency Manager Certification (PEM) is preferred within two years for the date of hire.

Possession of and ability to maintain required certifications, including, but not limited to First Responder/CPR, IDACS/NCIC, National Incident Management, NENA, Emergency Medical Dispatch certifications and others that may apply.

Ability to meet all department hiring requirements, including passage of a drug test.

Thorough knowledge of standard practices, procedures, rules, and regulations of the Department and ability to establish and implement Department policies, directives, and general orders.

Complete knowledge of community geography and ability to read maps, use emergency codes terminology, and quickly, clearly, and calmly respond during stressful situations.

Working knowledge of County and Department budget processes and ability to prepare and administer Department budget and maintain complete and accurate financial records. Working knowledge of Standard English grammar, spelling and punctuation, and ability to compose correspondence, develop news releases, and prepare detailed written reports.

Working knowledge of current training programs an ability to develop and direct training of Department personnel.

Working knowledge of radio frequencies, codes, procedures, and limitations and ability to speak clearly and distinctly, hear and be heard and understood when communicating in person, by radio, or by phone.

Ability to operate a variety of standard office and communication equipment, including various computers, printers, E-911 systems, two-way radio, computerized telephone system, paging systems, recording equipment, calculator, fax machines, shredder, and copiers.

Ability to supervise personnel, including administering personnel programs, maintaining proper staffing levels, interviewing, recommending and hiring personnel, providing orientation for new subordinates, planning and delegating work assignments, establishing goals/standards, conducting staff performance evaluations, reviewing position responsibilities and salaries, informing staff of organizational developments, resolving problems/conflicts, and implementing disciplinary procedures as warranted.

Ability to effectively communicate orally and in writing with co-workers, other County departments, Police, Fire, emergency services, public safety agencies, County Council, and Commissioners, Communications, Board, utilities, news media, telephone companies, and members of the public including being sensitive to professional ethics, gender, cultural diversities and disabilities. Ability to provide public access to or maintain confidentiality of Department information and records according to state requirements.

Ability to comply with all employer and Department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to understand, memorize, retain, and carry out oral and written instruction, and present findings in oral and written form.

Ability to compile, analyze, and evaluate data, make determinations, and act based on data analysis.

Ability to work independently and with others in a team environment, often amidst frequent distraction and interruptions, and under pressure of high volume operations. Ability to identify steps necessary to reach objectives, define practical courses of action, and put into effect changes in policies and procedures.

Ability to testify in legal proceedings/court.

Ability to locate/understand State and Federal laws and how they pertain to 911.

Ability to regularly work extended or irregular hours, occasionally working evenings and/or weekends, and occasionally travel out of town for meetings/conferences, sometimes overnight.

Ability to serve on 24-hour call for emergencies.

Possession of a valid Indiana driver's license.

PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County departments, Police, Fire, Emergency services, Public safety agencies, Communications Board, Utilities, News media, Telephone companies, and members of the public for purposes of giving and receiving information, executing policies, coordinating operations, and making decisions/resolving problems. Incumbent reports directly to the County Council as defined by ordinance.

PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment, involving sitting/walking at will, sitting for long periods of time, lifting/carrying objects weighing under 25 pounds, close vision, color perception, excessive noise, keyboarding, speaking clearly, hearing sounds/communications and handling/grasping objects.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT:

The job description for the position of Director for E-911 Central Dispatch describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description and understand that it is not a contract of employment. Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes _____ No _____

Application/Employee

Signature: _____

Printed Name:

Date:

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