

CODE: 3801
GRADE: UNCLASS

THOMAS COUNTY, GEORGIA
JOB DESCRIPTION

JOB TITLE: 911 COMMUNICATIONS CENTER DIRECTOR
911 DEPARTMENT

GENERAL STATEMENT OF JOB

Under general direction of the County Manager, directs and manages the overall operations of the Thomas County 911 Communications Center. Manages all 911 emergency communications employees through assigning, directing, evaluating, and reviewing the work of supervisors and subordinate employees and recruiting staff. Ensures continuous quality improvement of all Center operations. Develops and implements short and long term plans and strategies. Ensures department compliance with all federal, state and local laws related to emergency communications operations. Coordinates and maintains effective working relations with all agencies served by enhanced 911 operations and all external and internal service delivery partners. Promotes and maintains positive community relations.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Supervises department employees involving such duties as instructing, assigning and reviewing work, Reviews and evaluates departmental training program. Maintains performance standards, acts on employee problems, recommends new employees, evaluates employee performance, recommends promotion, wage level, and disciplinary actions. Monitors conduct, public contact, work assignments, and adherence to rules/regulations.

Reviews radio communication procedures, level of radio and telephone activity, and submits reports. Gathers, formats, and maintains statistical data on all operations and workload. Prepares and presents monthly reports, annual reports, and various other records, reports, memos, correspondence, etc.

Ensures proper functioning of all communications center equipment. Oversees software and hardware troubleshooting processes for all computers, terminals, and workstations

Prepares and reviews new policies, procedures, and/or protocols used by the Communication Center. Oversees the administration of the Georgia Crime Information Center (GCIC) operations in the department. Ensures timely and accurate response from agencies requesting GCIC service through the communications center

Prepares annual budget requests including capital expenditures. Maintains and monitors expenditure control and overtime usage. Prepares requests for equipment, personnel, and equipment needs.

Maintains, prepares, and reviews all inter-local agreements/protocols involving communication operations with user agencies. Is knowledgeable of local trends, procedures, and laws that may effect the operations of the Center. Maintains frequency licenses for County radio systems.

911 COMMUNICATIONS CENTER DIRECTOR

Oversees operation of specialized equipment such as servers, computer-aided dispatch (CAD), hardware/software, portable/vehicle mounted mobile radios, DTN satellite system and other communication devices. Competent with software such as Microsoft Word, Excel, Office and Powerpoint, current computer aided dispatch software, back-up system software, current phone system software, and current radio system software.

ADDITIONAL JOB FUNCTIONS

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Associate degree in criminal justice, emergency management, business, public administration, or a related field, with five or more years of experience in public safety answering point (PSAP) communications and dispatch. At least three years of PSAP management and program planning preferred; or any equivalent combination of education, training and experience which provides the required Knowledge, Skills and Abilities.

SPECIFIC CERTIFICATIONS AND LICENSES REQUIRED

Must possess and maintain a valid Georgia driver's license. Must possess a Georgia Crime Information Center (GCIC) and National Crime Information Center (NCIC) certificate or be able to obtain within six months of employment. Must possess or be able to obtain with one year of employment the following certifications: Emergency Medical Dispatch (EMD); Georgia Peace Officers Standards and Training (POST) Basic Communication Officer; and Cardio-Pulmonary Resuscitation (CPR).

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery and equipment including computers, typewriters, copiers, facsimile machines, radio panels with hand and foot pedals, paper shredders, etc. Must be able to exert up to 10 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving instructions, assignments or directions to subordinates or assistants.

Language Ability: Requires the ability to read a variety of reports, correspondence, logs, personnel records, invoices, manuals, etc. Requires the ability to prepare correspondence, technical and

911 COMMUNICATIONS CENTER DIRECTOR

narrative reports, forms, charts, diagrams, purchase requisitions, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply rational systems to solve problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral diagrammatic or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including medical technology and emergency response codes.

Numerical Aptitude: Requires the ability to utilize mathematical formulas. Must be able to add, subtract, multiply, and divide. Must be able to utilize decimals and percentages; and to understand and apply statistical applications such as descriptive statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using office and communications equipment.

Manual Dexterity: Requires the ability to handle a variety of office equipment, communications equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate between colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress, and in emergency situations.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone and two-way radio.

DISCLAIMER: This job description is not an employment agreement or contract. **Management has the exclusive right to alter this job description at any time for any functional purpose without notice.**