
DIRECTOR OF EMERGENCY COMMUNICATIONS

JOB PURPOSE:

This is difficult technical and administrative work planning, organizing and managing the operation of the Shenandoah County Emergency Communications Center. The position is responsible for ensuring effective emergency communications services to various public safety and public service agencies in the County and the Towns in the County. The Director works under the general supervision of the County Administrator.

ESSENTIAL FUNCTIONS/TASKS PERFORMED:

Planning, organizing and directing the county's emergency communications center/Public Safety Answering Point (PSAP); coordinating work with appropriate agencies and other departments; develops short and long term goals and objectives and a strategic plan to accomplish goals; evaluates department performance and achievements.

- Responsible for the overall management of the Department and the oversight of Communication Center staff and develops and implements policies for emergency services;
- Oversees the design, procurement and operation of the Communications Center equipment; maintains the equipment including scheduling of repairs and replacement;
- Monitors the performance of the equipment; serves as liaison with telephone, computer and radio suppliers and ensures satisfactory performance of contract vendors;
- Prepares daily work schedules or delegates that responsibility to subordinates;
- Hires, schedules, counsels, disciplines and evaluates employees or delegates that responsibility to subordinates;
- Prepares and implements the operating and capital budgets;
- Analyzes operating procedures and user response issues and establishes policies, protocols and procedures;
- Authorizes and approves expenditures;
- Working with Operations Manager, maintains proper levels of staffing and evaluates training needed to carry out standard operating procedures;
- Maintains liaison with localities, law enforcement, Sheriff's department, fire and emergency service providers, Fire & Rescue department and other state and local agencies impacted by the emergency communications center;
- Responsible for the development and maintenance of database information and coordinates with the County GIS Coordinator for geographic mapping and updates as required;
- Provides oversight and support of technical projects that affect public safety communications;
- Working with Operations Manager, develops and maintains records, files and report;
- Performs all duties of Operations Manager if needed;
- Ensures the security of the Center, its equipment and supplies;
- Serves as a member of the Emergency Operations Center staff;
- Performs related tasks as required.

EMPLOYMENT STANDARDS:

EDUCATION, EXPERIENCE AND TRAINING:

Any combination of education and experience equivalent to graduation for an accredited college or university and five years of experience in public safety or emergency communications at least two of which are in a supervisory capacity. Experience in the operation or supervision of a public safety communications center.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of the Federal and State regulations regarding the operation of a communications system; thorough knowledge of the principles and procedures of operating and supervising a dispatch center; thorough knowledge of the geography of the County and the towns in the county including the location of important buildings; knowledge of sophisticated public safety communications systems to include telephone equipment, radio equipment, CAD, and networks; knowledge of local emergency plans and procedures; skill in the use of telecommunications systems; ability to prepare plans, budgets, reports, correspondence, training programs and schedules; ability to communicate ideas and instructions to others; ability to work days, nights, weekends, holidays and call backs; ability to operate standard office, computer and related equipment; ability to solve problems within scope of responsibility; ability to function in a stressful environment; ability to deal courteously with the general public under stressful conditions; ability to establish and maintain effective working relationships with associates and the general public; ability to communicate effectively both orally and in writing in a highly inter-active team oriented work environment.

SPECIAL REQUIREMENTS

PHYSICAL AND ENVIRONMENTAL CONDITIONS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker may be subject to adverse environmental conditions.

This is a class description and not an individualized job specification. The class description defines the general character and scope of duties, responsibilities, and requirements of all positions in one job classification, but is not all inclusive or totally restrictive. Reasonably related duties and responsibilities may be assigned as necessary at the discretion of management. Employees will be immediately notified of any changes. Reasonable accommodations will be made to enable qualified individuals with a disability to perform the essential functions.