

Regional 911 Director

The Twin County Regional 911 Commission is seeking highly motivated applicants for the position of Regional 911 Director. If interested submit a completed City of Galax employment application and release form, cover letter and resume' to City of Galax, Judy Bolt, Human Resources Director, 111 E. Grayson Street, Galax, VA 24333 or email to jbolt@galaxva.com. The position is open until filled. The Twin County 911 Commission and City of Galax are Equal Opportunity Employers.

FLSA Status: *Exempt*

General Definition of Work

Performs professional work planning, developing, implementing and installing a regional emergency response system, developing and maintaining database of addresses and maps, preparing maps, assigning addresses and ensuring placement of proper signs, and related work as apparent or assigned. Work is performed under the general direction of the Twin County 911 Commission. Departmental supervision is exercised over assigned Communication Officers and E-911 personnel.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

Maintains E-911 databases that route emergency calls and display address and emergency service information; assigns street addresses to all residential, commercial, industrial and institutional properties resulting from new construction, and building permitting processes.

Updates geographic information system maps with addressing information.

Coordinates E-911 services among fire, rescue and law enforcement agencies within the region through mutually agreed upon protocols.

Supports E-911 software and hardware; identifies needed maintenance services from contractors; administers system maintenance contracts.

Assists in the recruitment and selection of E-911 Center personnel; assigns, coaches, trains, directs and inspects the work of staff; rewards, promotes and transfers staff members; disciplines, suspends and terminates employees; conducts performance evaluations on assigned staff.

Develops and maintains budgets for the Commission; maintains financial accounting controls and functions; prepares financial reports.

Applies and administers grants for 9-1-1 equipment.

Serves as clerk to the Twin County 911 Regional Commission.

Serves as support to radio communications and software in the Center.

May be required to work outside normal work hours in emergency and on-call situations.

Responds to 9-1-1 FOIA requests.

Builds relationships and with Emergency Medical Services, Fire, Hospital and Law by participating in key meetings, commissions and activities.

Knowledge, Skills and Abilities

General knowledge of the protocols, issues, procedures, technologies, equipment and interagency relationships pertaining to emergency response systems; general knowledge of Commission policies and procedures; ability to plan and manage the regional emergency response system; ability to develop effective inter and intra agency relationships with regard to emergency response systems; ability to evaluate the performance of emergency response communications equipment; ability to coordinate maintenance, repair and replacement of communications equipment; ability to plan and supervise the work of assigned staff; ability to communicate ideas effectively, both orally and in writing; ability to prepare reports; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships with associates, regional officials and the general public.

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Education and Experience

Associates/Technical degree with coursework in computer science, planning, geography, or related field and considerable experience developing and maintaining automated databases, coordinating communications activities and managing resources, or equivalent experience in a 9-1-1 Public Safety Answering Point supervisory role. Bachelor's degree preferred.

Physical Requirements

This work requires the occasional exertion of up to 10 pounds of force; work regularly requires using hands to finger, handle or feel, frequently requires sitting and occasionally requires standing, walking and speaking or hearing; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions; work is generally in a quiet location (e.g. library, private offices).

Special Requirements

Possession of an appropriate driver's license valid in the Commonwealth of Virginia.

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Revision Date	Revision Description
April 15, 2021	Changed from Regional 911 Coordinator to Regional 911 Director