

Director of Central Dispatch/911

**GENERAL SUMMARY**

Under the direction of the County Administrator or his/her designee, directs a 911 emergency telephone system and centralized emergency dispatch center responsible for dispatch all police, fire, and ambulance services within Grand Traverse County. Responsible for the maintenance for all communications and related equipment. Responsible for all administrative functions of the department including financial and personnel and preparation and administration of the budget.

Employee must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations.

This position will require irregular hours and travel by the employee in the employee's own vehicle.

**PRIMARY DUTIES AND RESPONSIBILITIES** (may include but are not limited to the following)

- Responsible for the direction, control, and effectiveness of 911 operations – including the hiring, training, discipline, establishing and evaluating appropriated performance standards in accordance with department objectives.
- Establishes, maintains, and ensures compliance of staff with the department standard operating policies, procedures, and regulations.
- With input from user agencies, the Director will recommend the selection of communications and other equipment and be responsible for ensuring compliance with FCC regulations. Ensures that all equipment is operable and properly maintained. Negotiates and administers associated maintenance agreements.
- Drafts and presents the department budget. Approves expenditures as authorized and monitors expenditures to ensure they are within budgetary guidelines. Maintains accounting records and prepares reports for the Board. Develops the long-range financial and capital improvement plans. Researches, writes, and manages applicable grants, including the monitoring of grant expenditures and preparing grant reports.
- Establishes staff goals and objectives based on the department goals set by the County Board of Commissioners and Administrator.
- Manages applicable contracts, which includes preparing RFPs, recommending, and participating in the selection of vendors, and monitoring contract compliance.
- Participates in and /or reports to a variety of meetings, committees, professional associations, Boards, and/or other related groups.
- Ensures compliance with all applicable Federal, State, and local laws and regulations.
- Acts as a Project Manager for major 911 equipment upgrades and replacements. The Director coordinates every level of hardware and software installation and testing.
- Acts as system analyst, periodically testing and reviewing the 911 and radio systems. The Director recommends system upgrades and technical changes.
- Plans, designs, writes, edits, and produces information publications about the 911 System for the service users and interested parties.
- Performs other tasks as assigned.

**EDUCATION, FORMAL TRAINING, AND EXPERIENCE** (minimum requirements)

- Bachelor's Degree in related field, or a combination of college level education, certifications, and experience to perform the job.
- Five years of 911 experience related to the operation of computers, radio, and telecommunications systems and providing police, fire, and EMS dispatch operations. A minimum of 3 years must be in a supervisory capacity

**DESIRED EXPERIENCE** (minimum requirements)

- Knowledge and understanding of New World Systems CAD and Mobile CAD, Core Technologies Talon, Motorola MCC7500 radio consoles, the Michigan Public Safety Communications System, and NFPA 1221 standards as they relate to a PSAP.

**CONDITIONS OF EMPLOYMENT** (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

- May be required to serve in an "on-call" capacity.
- May be exposed to infectious diseases, and/or criminal suspects or prison inmates.

**DISTINGUISHING CHARACTERISTICS**

Work involves the development of new guidelines and techniques, establishing criteria or developing new information where guidelines may not exist for all situations and considerable independent judgment, personal discretion, and resourcefulness are needed to interpret circumstances, and to make decisions in major areas where there may be uncertainty in approach, methodology, and interpretation. Errors at this level could lead to extraordinary costs, major litigation, destruction of property, loss of funding, or failure of the agency to accomplish its mission and may require the intervention of the County's senior executives to resolve or may not be resolvable.

- This job is not part of a series.

### **PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS**

Physical demands and work environment may vary by department. Typically, a Department Director works in an office environment and may be required to lift/move up to 25 pounds (such as a box of paper).

May also be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel.

### **KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES** (minimum requirements)

- Skill in mentoring and training employees with a varying educational backgrounds and aptitudes.
- Skill in anticipating potential personnel issues and taking appropriate action.
- Ability to understand managerial policies and prioritize the needs of the department.
- Appropriately and effectively represent Grand Traverse County at a variety community events and activities in support of positive public relations initiatives and develop liaison relationships between the community and the County.
- Skill in researching and resolving complex problems to ensure compliance.
- Ability to consistently demonstrate sound ethics and judgment.
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity.
- Ability to facilitate meetings effectively and efficiently.
- Ability to comprehend process and apply both verbal and written skills appropriate to the job.
- Ability to accurately organize and maintain paper documents and electronic files.
- Ability to maintain the confidentiality of information and professional boundaries. Provide regular communications and notifications to Board and Technical Subcommittee members.
- Participates in and/or reports to a variety of meetings, committees, professional associations, boards, and/or other related groups as directed.
- Ability to maintain effective working relationships with the Directors, subordinates, local officials, representatives or other jurisdictions and the public.