



Grand Traverse County, MI Job Description

Deputy Director of Central Dispatch

GENERAL SUMMARY

Under the direction of the Director, an employee in this position will act as the second-in-command and assist the Director in overseeing and managing a 911 emergency telephone system and centralized emergency dispatch center that is responsible for dispatching all police, fire and ambulance services within Grand Traverse County. The Deputy Director assists in the planning, organizing, staffing and directing the day to day operation of the Central Dispatch office.

Employees must meet the minimum requirements, conditions of employment, and be able to perform successfully 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)

- Makes effective recommendations regarding hiring, promotions, corrective actions and terminations for all departmental staff.
- Helps develop, implement and maintain technology systems to serve the 911 Center.
- Assists the Director in establishing and implementing operational goals, policies and budgets for the department.
- Develop and implement contingency plans and procedural plans for the agency.
- Serves in a lead role for public education and associated programs.
- Supervises complaint investigations and works with Director to assure proper resolution of procedural violations.
- Oversee Dispatch Employee Evaluations, Quality Assurance, Emergency Medical Dispatch Quality Assurance and Run Review Programs.
- Works with the Director to monitor expenditures and work within financial guidelines.
- Acts in lieu of the Director when s/he is unavailable.
- Preparation of various reports as directed.
- Secure bids for equipment, services and capital projects as required by the Director.
- Establishes, maintains, and ensures compliance of staff with the department standard operating policies, procedures and regulations.

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.
- Seven 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 5 years must be in a supervisory capacity.

DESIRED EXPERIENCE

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

- Membership with the following organizations: National Emergency Number Association (NENA), Association of Public-Safety Communications Officials (APCO), and the Michigan Communication Directors Association (MCDA).
- Knowledge of 911 industry trends and best practices.
- Familiar with Next Generation 911 technologies and concepts, including ESINet, Test to 911, and FirstNet.

CERTIFICATIONS, LICENSES (minimum requirements)

- NENA Emergency Number Professional (ENP) designation preferred.
- Requires a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle Policy.
- CPR Certification.

CONDITIONS OF EMPLOYMENT (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.

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 County to accomplish its mission and may require the intervention of the County's Board of Commissioners to resolve or may not be resolvable.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

Physical demands and work environment may vary by department. Typically a Deputy Director works in an office environment and may be required to lift/move up to 25 pounds (such as a box of paper). May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel. Some positions (such as the Deputy Director of Parks & Recreation) may require work in an outdoor environment and may be exposed to various environmental risks.

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Advanced proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Advanced knowledge of federal, state and local legislation, regulations, and ordinances relevant to the department
- Advanced knowledge of the procedures, policies, practices, and fields of knowledge specific to the department
- Knowledge of governmental accounting, budgeting, financial management, and procurement
- Knowledge of County functions, organization, and the department's role and relationships with other agencies/jurisdictions
- Understanding of the County's culture, mission, and organizational dynamics
- Knowledge and ability to use a personal computer to prepare reports, maintain records, search for and compile data
- Advanced interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Knowledge of supervisory and employee management principles, as well as knowledge of labor relations and union contract negotiations.
- Knowledge of applicable employee rights, protections and avenues of appeal
- Knowledge of applicable policies and procedures governing the hiring, employment and separation of employees
- Skill in assigning, prioritizing, monitoring, and reviewing work assignments
- Skill in mentoring and training employees with varying educational backgrounds and aptitudes
- Skill in anticipating potential personnel issues and taking appropriate action
- Skill in crisis management, including the management of critical incidents
- Ability to take initiative and drive organizational excellence
- Ability to develop and implement managerial policies and prioritize the needs of the department
- Ability to develop and execute strategic plans, champion and manage change, and articulate County leadership's priorities
- Ability to identify and resolve problems that may impact the mission of the department and the County.
- Ability to appropriately and effectively represent the County at a variety of 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 problems in order to ensure compliance
- Ability to persuade others in order to gain concurrence or to resolve problems and gain cooperation
- Ability to interpret and explain complex policies, processes, regulations, and applicable laws in layman's terms
- 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 comprehend, process and apply both verbal and written skills appropriate to the job



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- Ability to facilitate meetings effectively and efficiently
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to maintain the confidentiality of information and professional boundaries
- Ability to use County resources effectively and efficiently



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