

JOB DESCRIPTION

DICKSON COUNTY EMERGENCY COMMUNICATIONS DISTRICT

Job Title:	Director of Emergency Communications District (911)
Job Type:	Full Time
FLSA Status:	Exempt
Salary Range:	\$50,000 - \$70,000 (Based on Qualifications and Experience)
Location:	Dickson, TN

I. POSITION SUMMARY AND OVERVIEW

This is an executive position responsible for the administration and management of the Dickson County Emergency Communications District (the “District”). General duties include the planning, organizing, directing, and overall supervision of the dispatch center, addressing office, and information technology. In addition, the Director will plan and coordinate the activities of city and county Police, Fire, and EMS service providers to meet the mutual objectives of the District’s emergency service providers.

II. SUPERVISION RECEIVED

The Director will be directly employed by, supervised by, and receive instruction from the Dickson County Emergency Communications Board (the “Board”).

III. ESSENTIAL DUTIES AND RESPONSIBILITIES

A. Coordination.

- a. **County.** The Director will work with the Board, all city and county officials, and the heads of all city and county emergency service providers to coordinate the operations of all city, county, and volunteer emergency service providers in the District. The Director shall act at the instruction of the Board. The Director shall use best efforts to meet with the heads of all city, county, and volunteer emergency service providers in the District when needed or requested to discuss the performance of said providers, address concerns, etc.

 - b. **State.** The Director will work with the Tennessee State Emergency Communications Board to coordinate state and local emergency communications operations, relay requests for information or assistance to the State Board, and obtain any updates regarding state or local emergency communications law. The Director will also assist in the implementation of new policies and ensure compliance with rules and regulations set forth by the State board, coordinating with counsel for the Board as necessary.
- B. Dispatch.** The Director will, either directly or indirectly (at the direction of the Board), supervise the provision of dispatching services in the District. The Director will take such action to remedy any complaints concerning the provision of dispatching services as authorized by the Board. Concerns, reports, and proposed actions with respect to dispatching services will be discussed at the monthly 911 Board meetings.
- C. Addressing.** The Director will work with the 911 Addressing Coordinator to review all matters pertaining to mapping. The Director shall also work with the 911 Addressing Coordinator to maintain mapping and shall provide monthly updates to the Board. In the event any atypical action is required with respect to mapping, the Director shall review alternatives with the Addressing Coordinator and deliver an evaluation and opinion to the Board concerning any recommended action.
- D. Resource and Inventory Management.**
- a. The Director shall inspect and evaluate (either directly or through communications with the appropriate contacts, as applicable) all resources, equipment, personnel and inventory of the Emergency Communications Board and all city, county, and volunteer emergency service providers in the District. This inspection and review will be for the purpose of maintaining an adequate overview of the ability of all District emergency service providers to respond to the various needs throughout the District and making such recommendations to the Board as necessary to aide in the continued improvement of 911 services.

 - b. With respect to all proposed expenditures to be made by the Board, the Director will evaluate the alternatives to be considered and prepare a cost-benefit report to present to the Board.

 - c. The Director will meet with all sales representatives and vendors regarding products and services to be purchased or leased by the Board. The meetings will permit the Director to gather all pertinent information surrounding the products and services and deliver a report of the same to the Board for its consideration.

- d. The Director shall be responsible for the maintenance and update of all information technology systems affecting dispatching.

- e. As instructed by the Board, the Director shall oversee all major repairs, maintenance, and replacement of all District equipment, reporting to and coordinating with the Board with respect to expenditures not addressed by prior budget line items for such repairs.

- f. Other responsibilities include research of equipment, database, network and technical support services on a regular basis in order to improve the level of 911 services provided. The Director should also monitor the performance of vendors, contractors, and consultants.

E. Financial Management.

- a. **Annual Budget Preparation.** The Director will work with the Board in the preparation of an annual operations budget and will advise the Board with respect to necessary expenses. Duties will include administration of the budget within approved parameters and making recommendations to the Board of changes or deviations from the approved budget.

- b. **Monthly reports.** Duties shall also include the preparation and distribution of financial information to the Board and other parties, as appropriate, regarding proposed expenditures.

F. Meetings

- a. The Director will attend all scheduled Emergency Communications Board meetings and shall provide general reports to the Board of all activity since the last meeting.

- b. The Director will also attend State of Tennessee 911 Board meetings and industry conferences as necessary, such as those sponsored by the National Emergency Number Association (NENA), Association of Public Communication Officials (APCO), and state associations.

- c. The Director shall attend any other meetings involving city or county emergency service providers, or homeland security meetings as directed by the Board.

G. Other General Duties

- a. Consultation with all emergency service providers in the District to ensure compliance with Board policies, federal, state, and local laws and regulations.
- b. Development and revision of policies, procedures, and work methods to achieve District objectives which shall be presented for Board consideration and approval at Board meetings.
- c. Working with emergency service providers, city and county officials, and other citizen groups resolving issues and concerns that may arise to ensure stability and maintenance of the highest quality of dispatching services.
- d. Consultation with emergency service providers regarding employment-related decisions or recommendations that include hiring, training, evaluating performance, and disciplining that could include termination.
- e. Ensuring that procedures and industry standards are maintained in administering the 911 database, call answering programs, and other enhanced services.
- f. Development of long-range operational and strategic plans to ensure reliable 911 emergency communications for the PSAP in Dickson County.
- g. Development of policy, procedure, and emergency service provision manuals, as necessary.
- h. General interaction with a wide variety of groups, including citizens, neighborhood associations, civic organizations, private agencies, and government agencies.
- i. Making presentations to the Board and to professional and civic groups.
- j. Researching technological and other developments in 911 public safety emergency services.

IV. QUALIFICATIONS: EDUCATION, EXPERIENCE, KNOWLEDGE, AND SKILLS

The following qualifications are strongly preferred:

- Bachelor's Degree from an accredited institution, preferably in Management, Business or Public Administration, Law Enforcement, Fire Science Administration, or another closely applicable field.

Experience as a Director or Assistant Director of an Emergency Communication District may be substituted.

- Five (5) years' experience in public safety and/or emergency services with at least two (2) years in an administrative capacity.
- Possess APCO Registered Public Safety Leadership (RPL) certification and NENA Emergency Numbers Professional (ENP) certification or obtain within 2 years of employment.
- Must be familiar with general federal, state, and local laws governing the provision of emergency services and administration of Emergency Communications Districts in the State of Tennessee.
- Familiarity with PSAP administration and computer-aided dispatching (CAD) systems.
- Proficiency in basic computer skills, including Microsoft Office software, and e-mail communication.
- Prior experience in preparing and managing budgets.
-
- Prior experience in a leadership setting involving the coordination of multiple individuals or departments, as well as direction or supervising of emergency service providers.
- Ability to coordinate the operations of various city and county emergency service providers.
- Communications skills necessary for daily coordination of 911 activities, reporting all applicable information to the Board, and such presentations as may be necessary.
- Must be a U.S. citizen.
- Must possess a valid driver's license.
- Must have current NCIC certification through the Tennessee Bureau of Investigation, or be eligible to become certified upon employment.
- Must pass a criminal background check according to TBI/FBI guidelines.

- Must pass a drug screen, psychological evaluation, and polygraph examination.

V. WORK ENVIRONMENT AND CONDITIONS

The working environment is primarily in an office setting with a low to moderate noise level. However, job requirements may require site visits to various outdoor locations throughout the county and emergency settings with higher noise levels from time to time. In addition, attendance at public meetings will be periodically required as dictated by the Board. Applicants must be able to lift fifty (50) pounds.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. It is intended to identify the essential functions and requirements of this job and is subject to change as the needs of the employer and requirements of the job change. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Resumes will be accepted until 5pm (CST) July 17th, 2020.

Please send resumes to both emails listed:

pmccallister@dicksoncountyttn.gov

sengland@realtracs.com

[Quoted text hidden]