



**METROPOLITAN GOVERNMENT OF NASHVILLE & DAVIDSON COUNTY**

Department of Human Resources  
*Invites Applications for The Position Of:*

**Department of Emergency Communications Director**

*An Equal Opportunity Employer*

**Must Apply on line at:** <https://www.governmentjobs.com/careers/nashville>

**Full-Time Civil Service Job Announcement**

At the consolidated emergency communications E911 Center which serves Nashville and Davidson County, every shift offers an opportunity to make a difference, even a chance to save a life. The mission of the Department of Emergency Communications (DEC) is to serve as the vital link between citizens and the emergency responders of Nashville and Davidson County by providing emergency and non-emergency services in a prompt, courteous, and efficient manner. The DEC's dedicated employees are typically the initial emergency contact in Metro Nashville, providing life-saving assistance over the phone while dispatching the necessary first responders to an emergency. The DEC provides this public service 24 hours a day, seven days a week, and 365 days a year.

**\*\*\*All applications are subject to public disclosure.\*\*\***

**SALARY:** \$98,861.46 - \$188,269.81 Annually

**ISSUE DATE:** 12/18/2019

**FINAL FILING DATE:** 1/8/20 11:59 PM

**THE POSITION:**

The Department of Emergency Communications Director is responsible for staffing, supervision, direction, training, and administration of the consolidated E911 Communications Center in Davidson County. The Director works closely with Police, Fire and Rescue, and Emergency Management personnel to ensure the highest quality of emergency services are provided to Nashville and Davidson County. This position also requires a high level of responsibility, flexibility, attention to detail, ability to work under pressure, and maintain privacy and confidentiality in a 24hr/7day operation. The salary for this position will be dependent upon experience and qualifications.

**TYPICAL DUTIES:**

- Directs administration, planning, and organization of Emergency Communications operation.
- Oversees annual budget preparation and administration.
- Develops long-range goals for the organization, including policy development.
- Establishes policies and procedures to coordinate the services and resources of government and private agencies during time of a disaster.
- Confers with members of Office of Emergency Management, Police, and Fire departments to determine mutual problems and overall responsibility.
- Analyzes operational and service demands and develops plans and strategies for meeting those needs.
- Provide leadership that emphasizes tact and diplomacy, and the willingness to seek reasonable compromise for the good of the organization.
- Prepares presentations and effectively communicate on complex topics to senior management, elected officials and appointed department heads.

**MINIMUM QUALIFICATIONS:**

- Bachelor's degree from an accredited college or university.
- Seven years of progressively-responsible management experience, including a minimum of five years of senior-level management experience in emergency communications.

*Substitution of education or experience will be considered.*

*Candidates with accreditations earned in a foreign institute are encouraged to apply.*

**Note: Per Metro Ordinance No. SO94-1078. All employees of the Metropolitan Government shall be residents of the State of Tennessee or become residents of the state within six (6) months of employment as a prerequisite to employment with the Metropolitan Government.**

**PREFERRED KNOWLEDGE/SKILLS/ABILITIES:**

- Experience as an assistant director or higher of an emergency communication center or similar job responsibilities.
- Extensive experience in community, labor, media, and public relations.
- Knowledge and direct experience with CALEA, CFAI, NENA, APCO, NCIC and NCMEC certifications.

*We are an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.*

**\*\*An incomplete application or missing documents may result in disqualification. \*\***  
Fill in complete work history, do not attach resume in lieu of requested information.