



Sumner County Emergency Communications Center Job Description/Task Analysis Deputy Director

Position Concept:

The Deputy Director functions as the second in command of the Department and assist the Director to ensure achievement of the overall mission through supervision of the operational and administrative functions. The member will serve as Acting Director in the Director's absence. The Deputy Director coordinates services with Police, Fire, EMS Departments and County officials.

The most important and essential job function of the position is an attitude which includes the following: interacting positively and cooperating with co-workers, responding politely to customers, working as a team member, functioning under intense time pressure and responding in a positive manner to supervision.

The Deputy Director may perform other related duties and tasks, as required and shall have the physical, mental and emotional abilities to perform the essential job duties of the position.

Essential Functions:

- Administer/manage ECC (2)
- Facilitate productivity (2)
- Direct supervisors and managers (2)
- Conduct special assignments (2)
- Investigate agency/member complaints (2)
- Review internal affairs investigations (2)
- Compose/construct policy, procedure, and directives (2)
- Coordinate functions (2)
- Assume command at incidents (2)
- Perform command staff duties (2)

Experience, Education, Professional Certifications, or License

- Bachelor's degree from an accredited college or university with degree in public safety administration, business administration, public administration, emergency management, criminal justice or related field; or
- Related work experience may be substituted for the required college degree. Ten (10) years of progressively responsible experience in public safety or dispatch/emergency communications, to include seven (7) years of mid-level management experience in public safety administration and/or operation of a 9-1-1 public safety communications center can be substituted.
- Valid Tennessee driver's license
- *TCIC/NCIC certification
- Center Manager Certification Program (CMCP), Registered Public Safety Leader (RPL) complete within six (6) months of employment.
- Emergency Number Professional (ENP) Certification, or complete within six (6) months of employment.
- FEMA Incident Command System courses (IS 100, IS 200, IS 700, IS 800,
- Complete FEMA ICS 300, 400 and COM-L) within six (6) months of employment.
- Demonstrated modern management skills and abilities as it relates to effective administration

- These requirements may be waived at the discretion of the Executive Director or designee in order to establish the program(s) and allow for members to develop the knowledge base and work experience desired.

Status: ☒ Civilian ☐ Certified ☒ Exempt

Environmental Conditions:

- Works primarily in an office environment
- Works on an on-call status
- Work nights, weekends, and holidays as required
- All telephone and radio conversation are recorded

Required Skills and Knowledge

Knowledge of:

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| <ul style="list-style-type: none"> • SCECC policy and procedures (2) • Tennessee State Statutes (1) • Resources (2) • Constitutional law (2) • County Ordinances (1) • Geographical area (1) • Labor Laws (2) | <ul style="list-style-type: none"> • Area of assignment (2) • Federal laws (2) • Tasks of subordinates (2) • Civil law (1) • ADA and Civil Rights Laws (2) • Community (2) • Appropriate forms (2) |
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Ability to:

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| <ul style="list-style-type: none"> • Operate a motor vehicle (1) • Read and write English (2) • Communicate effectively (2) • Dress appropriately (2) • Work independently (2) • Plan and manage complex tasks (2) • Effectively supervise people (2) | <ul style="list-style-type: none"> • Comprehend information (2) • Operate office equipment (2) • Operate audio/visual equipment (2) • Research complex issues (2) • Prepare speeches/advanced written texts • Operate a calculator (2) • Reason logically (2) |
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Skills:

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| <ul style="list-style-type: none"> • Decision-making (2) • Public relations (1) • Public speaking (1) • Research (2) • Problem solving (2) • Analytical (2) • Technical (2) • Communication (2) • Supervisory (2) • Keyboarding (2) | <ul style="list-style-type: none"> • Management (2) • Interpersonal (2) • Computer (2) • Basic English grammar (2) • Basic mathematical (2) • Basic accounting (2) • Investigative techniques (1) • Political awareness (2) • Interviewing (2) • Budgeting (2) |
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Physical Requirements:

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| <ul style="list-style-type: none"> • Lift/carry 20 lbs. • Sit for long periods • Stand for long periods | <ul style="list-style-type: none"> • Ambulate independently • Bend/Squat • Walk |
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- See at normal range or with accommodations
- Hear at normal level or with accommodations
- Speak English understandably
- Manual dexterity
- Look at computer monitor for extended periods
- Type on computer keyboard for extended periods

Supervision Received

This classification receives direct supervision from and reports to the Executive Director.

Supervision Exercised

This classification directly oversees the Administrative Agency Coordinator, Manager of Operations, and the Director of Information Technology and provides staff development and training opportunities.

Frequency of Task Performance

Ability to perform tasks daily as required or on an as needed basis.

Criticality of Task Performance

0 = Not relevant to successful job performance; 1= Important to successful job performance; 2= Critical to overall successful performance.

Classification Grade

Grade 8

FSLA Status

Exempt