

COMMUNICATIONS CENTER DIRECTOR

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Will be responsible for the consolidation of equipment, personnel and services to the member agencies (police, fire and medical) of the East Side Emergency Communications Center (ESECC). Will be under the authority of the ESECC Board.

Plans, directs, and monitors communications personnel in the performance of daily communication activities, and must be available during off hours and weekends.

Identifies and plans for short and long term goals affecting personnel, technology changes and organizational operations. Prepares statistical and written reports, maintains repair logs and files.

Fully comprehends the functions and operation of the departments computer aided dispatch software package and how it interconnects with the records management system. Coordinates and ensures proper maintenance of all equipment. Monitors and orders supplies.

Analyzes software systems for compatibility with present systems. Works with vendors on equipment purchase and upgrades. Conducts surveys related to vendor services, software applications, and equipment needs. Performs analysis of budget savings and alternative funding sources for equipment and services.

Plans and schedules daily staffing of personnel. Maintains daily attendance records, approves leave requests, and coordinates the scheduling of vacation and other leave requests.

Evaluates subordinates job performance through written performance appraisal and employee log entries. Keeps personnel briefed on events and issues pertinent to the performance of communications section duties.

Attends meetings with communications and operations division personnel to discuss operations and makes recommendation for change or improvements. Participates with outside organizations and networks for 911 related information and legal updates. Routinely meets with ESECC agencies supervisors and personnel to organize and coordinate activities pertaining to daily communications, function, and operation.

Works with various committees composed of representatives from the fire and police departments, public, and other related groups to develop, review, and update communications policies and procedures. Coordinates operations with other agencies regarding communications procedures and functions.

Trains and/or directs the training of employees in communication duties, equipment, ESECC policy and procedures, and resources. Identifies, as needed, implements, and conducts training to maintain or improve the proficiency level of communications personnel.

Develops, maintains and updates manuals, attends training sessions and seminars, and coordinates reproduction of tapes for training and investigations purposes from the logging recorder.

EDUCATION/EXPERIENCE OR FORMAL TRAINING:

Associates Degree (Bachelor of Arts or Science preferred); minimum five years experience working in emergency communications (police, fire and EMT preferred); and three (3) years supervisory experience or managerial training required. Equivalent combination of education and experience may be substituted for requirements. CPR, EMD, and LEADS/NCIC certifiable within a one (1) year period.

OTHER SKILLS AND ABILITIES

Type at approximately 45 wpm. Ability to perform multiple tasks simultaneously while remaining detail oriented. Ability to deal with stressful situations and remain calm. Must possess excellent customer service skills/phone etiquette. Ability to hear and comprehend radio transmissions, communicate clearly and concisely both orally and in writing. Ability to learn and remember standard radio broadcasting procedures, department policy and procedures, computers and other equipment, and criminal laws and ordinances. Ability to learn geographic features and streets within the area served.

WORKING ENVIRONMENT/PHYSICAL ACTIVITIES:

Must be able to lift and/or carry up to 25 pounds of equipment or supplies several times a week. Must be able to pull a cart weighing up to 40lbs several times a month. Must be able to sit at a communications work station and work radio controls, telephones and computer keyboards. Specific vision abilities required by this job include close vision, and ability to adjust focus. Primarily office environment with moderate noise level. May be stressful at times.