

**E911 Director** E911/1

E-911

JOB SUMMARY

This position is responsible for directing the county’s E911 communications operations.

MAJOR DUTIES

* Oversees, supervises, and participates in the receiving of emergency and non-emergency calls and in the dispatching of appropriate personnel; gathers information from callers and determines type of response needed.
* Oversees, supervises, and participates in the monitoring and acknowledging of radio traffic from a variety of local agencies; answers and logs all unit-initiated calls; performs status checks of field units; receives and responds to requests from field personnel.
* Serves as Terminal Agency Coordinator; monitors GCIC/NCIC terminal; responds to queries within a designated time frame; validates entries; relays information to appropriate agencies.
* Supervises and participates in the operation of the GCIC/NCIC terminal, including queries related to drivers licenses, tags, wanted persons, stolen items, etc.; clears entries as required; submits queries for criminal background checks; submits wanted person queries.
* Ensures agency compliance with GCIC/NCIC requirements; reviews entries for accuracy; maintains dissemination log; performs audits; maintains related files; logs and maintains all staff training records.
* Trains, assigns, directs, supervises, evaluates, and disciplines personnel; ensures that personnel are well trained in call-taking and dispatch policies and procedures.
* Logs money orders received from the public for background checks.
* Maintains department supply inventory; makes purchases as needed.
* Processes open records requests.
* Prepares schedules to ensure adequate coverage.
* Reviews department payroll for accuracy.
* Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

* Knowledge of emergency telecommunication systems and related protocols.
* Knowledge of area emergency response agencies.
* Knowledge of the geography and road system of Brantley County.
* Knowledge of management and leadership techniques and procedures.
* Knowledge of county personnel policies.
* Knowledge of the operation of radio and communications equipment.
* Knowledge of NCIC/GCIC policies and procedures.
* Skill in supervising and training others.
* Skill in the operation of standard office equipment.
* Skill in dealing with the public.
* Skill in interpersonal relations.
* Skill in maintaining records and preparing reports.
* Skill in problem solving.
* Skill in oral and written communication.

SUPERVISORY CONTROLS

The County Manager assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

GUIDELINES

Guidelines include E-911 Center policies and procedures, GCIC/NCIC guidelines, GPSTC/GBI standards, and county policies and procedures. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY/SCOPE OF WORK

* The work consists of varied management, supervisory, and emergency communication duties. Constantly changing conditions contribute to the complexity of the position.
* The purpose of this position is to direct the county’s emergency communication functions. Successful performance contributes to safety of life and property.

CONTACTS

* Contacts are typically with co-workers, other county employees, elected and appointed officials, representatives of emergency response and law enforcement agencies, representatives of various support agencies, health care providers, and members of the general public.
* Contacts are typically to give or exchange information, resolve problems, motivate persons, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

* The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects, distinguishes between shades of color, and utilizes hearing and vocal communication radio broadcasting equipment.
* The work is typically performed in the E911 Center.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision E911 Supervisor and Communications Officer.

MINIMUM QUALIFICATIONS

* Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
* Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years’ experience or service.
* Possession of or ability to readily obtain a valid driver’s license issued by the State of Georgia for the type of vehicle or equipment operated.
* Possession of or ability to readily obtain GCIC/NCIC certification.