



CLASS SPECIFICATION

911 EMERGENCY COMMUNICATIONS DIRECTOR

JOB SUMMARY: Responsible to the E-911 Board for the effective management of all aspects of Spokane County's 911 Emergency Telecommunications System and the Non-emergency Law Enforcement Reporting System (Crime Check). This position serves at the pleasure of the E-911 Board and under the general guidance of the Board of County Commissioners.

CLASSIFICATION STANDARDS

The single position allocated to this class is responsible, under the direction of the E-911 Board and under the general administrative guidance of the Board of County Commissioners, for the effective management of the 911 Telecommunications Center, its resources, equipment and staff along with the coordination and administration of an efficient and effective multiple emergency communications network.

EXAMPLES OF DUTIES

Plans, develops, organizes and directs the operations of a complex emergency communications telephone system based on the guidance and directives of the E-911 Board. Implements changes to a comprehensive communications system to meet changing requirements of operations and governmental mandates. Analyzes and plans long-range system modifications.

Negotiates financial service agreements with agencies and jurisdictions participating in and utilizing the services of the Non-emergency Crime Check system.

Negotiates and oversees purchases and financial service agreements with telecommunications vendors and phone companies for telephone equipment and service.

Oversees the appropriate reimbursement of 911 tax funds from telephone companies to 911.

Oversees and coordinates the technical, operational and administrative functions of the 911 Telecommunications Center.

Identifies training needs and implements training programs to address proficiency levels of the Center's staff in order to meet and/or exceed Public safety communications needs.

Administers staffing and personnel functions of the 911 Telecommunications Center. Recommends staffing levels. Supervises, oversees, monitors, directs and coordinates

with subordinate supervisors, and the Coordinator; evaluates the work of subordinates; selects, hires, terminates and disciplines subordinate employees as necessary. Conducts performance evaluations, counsels and disciplines staff. Resolves conflict within the workplace and promotes a positive work environment. Motivates personnel to achieve organizational goals and allocates resources to address overall work demands.

Oversees the preparation and presentation of appropriate public and relations and/or public information presentations to the general public through schools, community groups and the media.

Commissions special studies of emergency telecommunications systems to develop efficient and effective area-wide emergency and non-emergency communications management and related programs. Directs and coordinates equipment acquisitions and maintenance.

Prepares and presents oral and written reports for County, State and Federal agencies and officials.

Prepares and manages the Center's annual operating and capital improvement budgets. Prepares and/or supervises the preparation of program plans, goals and objectives, and funding requests. Administers and monitors the approved Center's budget.

Maintains effective relations with other departments, boards, agencies, the media and the general public.

Coordinates and oversees the development and implementation of changes in organization, staffing, work processing and management information systems to increase effectiveness and efficiency and reduce administrative costs.

Makes regular reports to the E-911 Board and periodically reports to the Board of County Commissioners regarding the accomplishments of the department.

Makes goals and objectives based on the direction of the E-911 Board.

Coordinates monthly meetings with the E-911 Board and meetings with the E-911 Executive Committee as scheduled.

Performs special tasks and conducts projects as assigned by the E-911 Board or the Board of County Commissioners.

Meets with and actively involve contract agencies through a regular formal users' group forum and maintains committee membership status with: State 911 Advisory Committee;

Spokane Disaster Control Committee; Spokane County Regional EBS System; and Washington APCO; Washington NENA; and the local deaf community advisory board.

Works with the County's Human Resources department in regards to personnel issues. Develops standards for hiring. Insures that departmental hiring and promotion practices are consistent with the County's equal employment opportunity policy. Negotiates with Unions on contract/working agreement and labor management issues.

Interfaces with local telephone companies for system operations, database, maintenance and billing issues to include telephone surcharge revenues as entitled to by law.

Performs other duties as assigned.

MINIMUM REQUIREMENTS

TRAINING AND EXPERIENCE: A Bachelor's degree from an accredited college or university with major course work in criminal justice, business management, public administration, communications or a related field -AND- five (5) years of progressively responsible experience in a senior management or administrative capacity, with collective bargaining experience highly desirable; OR, any equivalent combination of nine (9) years related experience, education and training which provides the required knowledge, skills and abilities. Public Safety background/experience preferred with preference given to previous law enforcement background/experience. Public Safety dispatching and/or 911 communications experience highly desirable.

LICENSE: A valid driver's license.

BEHAVIORAL STANDARDS

Respectful and courteous to customers, workers, and County leadership. A team player that helps the organization meet its objectives. Takes initiative to meet work objectives. Effectively communicates with customers and other County employees. Friendly and respectful to customers and other County employees. Gets along with co-workers and managers. Positively represents the County, maintaining the trust County residents have placed in each of us. Demonstrates honest and ethical behaviors.

SELECTION FACTORS

Knowledge of:

- techniques, procedures, and methods used in the operation of a public safety 911 Telecommunication Center;
- computer aided dispatch (CAD) and computerized enhanced 911 equipment;
- emergency service call operations including network, equipment, data base, and geography/addressing systems;
- the legal process as it applies to confidentiality, access to information, record keeping and related public communications skills;
- practices, methods and procedures of government accounting, budgeting and financial management;
- governmental rules, regulations and processes as they relate to the 911 Telecommunication Center and its operation;
- principles and practices of effective leadership, pro-active management and supervision;

- principles and practices of labor/management relations and collective bargaining;
- the procedures of working with a policy board that provides overall guidance for the system;
- sound fiscal programs and budgeting processes necessary to manage assets to insure that budget constraints and timelines are met;
- public disclosure laws;
- labor management laws.

Ability to:

- work with and take direction from a policy board and to develop and implement action based on that direction;
- keep confidential information confidential;
- coordinate the implementation of major projects and the ability to make critical decisions involving complex, technical and/or financial transitions;
- communicate effectively to a variety of audiences both orally and in writing;
- establish and maintain effective teamwork and effectively and efficiently manage and supervise the activities, programs and personnel;
- establish and maintain effective working relationships with the E-911 Board, the Board of County Commissioners, department personnel, personnel from other County/City departments, various community resources, municipalities and agencies;
- make decisions quickly, efficiently and calmly in an emergency situation and to adopt an effective course of action;
- develop and implement administrative standards and procedures, and evaluate their efficiency and effectiveness;
- plan, assign, supervise and evaluate employee performance;
- motivate subordinate personnel;
- deal with the public in a pleasant, courteous and calm manner, often under stressful situations;
- organize facts and present findings, conclusions and recommendations in a clear, concise and logical manner;
- complete projects and meet deadlines;
- effectively direct and manage resources and personnel;
- testify in court.

Skills in:

- working with private and public agencies;
- policy and procedure writing;
- use of computer technology including spreadsheet, word processing, database and graphics software.