**Job Description**

**ASSISTANT DIRECTOR**

**County Emergency Communications District**

**General Statement of Essential Job Tasks:**

The Assistant Director’s primary responsibility is to assist the Director in ensuring the efficient and effective operation of the Communications Center. The Assistant Director supervises, coordinates and schedules subordinates’ activities; assists in the selection process for Center personnel; and oversees and performs mapping/addressing/GIS activities in connection with the rural addressing system. In addition, the Assistant Director assists the Director in the preparation of the annual budget, strategic plan and Center vision and mission statements.

**Supervision Received:**

This position reports to the Director.

**General Description of Essential Job Tasks:**

*The following are general descriptions of the essential job tasks of the position. Other related tasks may be assigned as necessary and appropriate.*

Supervises and evaluates the work activities of subordinates. Monitors phone and radio communications of subordinates to ensure compliance with County 9-1-1 rules, regulations and standard operating procedures. Reviews logs and reports submitted by subordinates to evaluate accuracy, thoroughness, productivity, and compliance with existing policies, procedures. Investigates complaints received from citizens or other public safety agencies on employees or services performed.

Provides direction, guidance, coaching and counseling to subordinates. Provides feedback to subordinates after incidents or events to assist them in critiquing their own performance and develop more effective ways of handling future situations.

Conducts formal performance evaluations of subordinates by rating performance against established criteria and standards. Meets with subordinates to discuss job performance. Gives recognition for instances of good performance, and documents significant or persistent performance problems in writing in order to have a record of the problem observed and the corrective action taken.

Prepares Center work schedules. Monitors staffing levels by reviewing daily and monthly assignment sheets and/or time off requests to ensure adequate staffing is maintained. Monitors subordinates’ use of sick leave and overtime to make sure proper forms are completed and to detect problems. Recommends approval or denial of unpaid leave requests by subordinates by evaluating circumstances and impact on unit activities.

Assists the Director in the preparation of the annual budget, strategic plan and Center vision and mission statements.

Assists the Director in the selection process for Center personnel.

**Job Description**

**General Description of Essential Job Tasks, *continued*:**

Oversees the Rural Addressing System. Processes and integrates new addresses, new road names, locations, and changes of addresses or road names/locations, and condo/trailer park update data into the existing data bases.

Operates various specialized equipment and motor vehicles to perform addressing field investigations.

Reviews and updates jurisdictional maps using GSI software. Maintains effective liaisons with other government agencies, public officials and others having knowledge or expertise helpful in the design of accurate maps.

Prepares written reports and correspondence related to shift activities, operational problems, personnel matters and/or special assignments.

Undertakes special assignments as directed by the Director.

**Essential Knowledge, Skills and Abilities:**

**Communications**: Must have the ability to present information clearly and concisely. Must have the ability to provide timely and effective feedback, both positive reinforcement and constructive criticism. Must have good listening skills; the ability to actively listen to what others are saying; the ability to express interest in subordinates and be receptive to questions. Must have the ability to speak English with sufficient clarity to be understood by others on the telephone, radio or in person. Must be able to read and understand written correspondence, memoranda and directives. Must have the ability to report events and information in writing legibly and accurately, using proper English grammar and structure.

**Decision-Making:**  Must have the ability to act in a decisive manner, using good judgment. Must be able to assess problems and situations; the ability to anticipate needs and evaluate alternatives. Must have the ability to handle a variety of rapidly flowing information at once; the ability to set priorities and successfully handle competing demands. Must have the ability to remember numerous details and learn and apply new information.

**Interpersonal Relationships:** Must have the ability to contribute to a pleasant work environment by maintaining a positive attitude when carrying out duties and complying with County 9-1-1 policies; the ability to foster teamwork and motivate others to work productively together. Must have the ability and willingness to accept criticism and/or discipline; the ability and willingness to accept responsibility for actions. Must be able to work all shifts of a 24-hour per day period and be available for emergency call-in overtime.

**Professional Attitude:** Must have the ability to demonstrate professionalism, integrity, and pride in the profession through language, demeanor and attitude towards subordinates and coworkers. Must have the ability to treat subordinates and coworkers with respect and the ability to motivate others to peak performance. Must have the ability to act in a mature, dependable fashion, including the ability and willingness to maintain dependable work habits such as reporting to work on time, with little prompting and intervention. Must represent the organization to other agencies and citizens with a courteous, helpful, accurate and business-like attitude in all telephone and personal contact. Must have the willingness and ability to respect private, confidential information; the ability and willingness to support and carry out directives.

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**Job Description**

**Essential Knowledge, Skills and Abilities, *continued*:**

**Quality of Work:** Must be able to provide high quality, accurate work. Must be able to perform multiple tasks simultaneously; be able to do several things at one time and remain focused under stress. Must be able to deal with emergency and stress situations, to avoid over reaction, to maintain flexibility in adjusting to situations and procedures; to support and carry put directives. Must have the ability to set priorities and handle tasks in order of priority; to distinguish between important and unimportant details; and to successfully handle competing demands. Must have the ability to adjust to new or unique situations; the ability and willingness to show initiative in completing work assignments; and the ability to allocate own time efficiently

**Supervisory Abilities:** Must have the ability to supervise the actions of others, dealing with subordinates in a fair and objective manner. Must have the ability to effectively evaluate the performance of subordinates; the ability to recognize symptoms in performance of individuals which indicate the need for additional training, discipline or supervisory counseling. Must have the ability to recognize and commend superior performance, and the ability to take appropriate action when subordinates fail to follow procedures or deviate from expected performance. Must have the ability to recognize the strengths and weaknesses of subordinates, including the ability to recognize what motivates different people and adjust tactics accordingly. Must have sound time management/ organization skills, and the ability to implement changes in current procedures to eliminate backlogs, streamline operations and accomplish work more efficiently.

**GIS Abilities:** Must have the ability to use GIS software tools to design maps that are accurate, readable and graphically pleasing. Must have the ability to operate various specialized equipment and motor vehicles; the ability to safely operate motor vehicles on paved, gravel, dirt or other type roads in varying conditions.

**Physical Abilities:** Must have the ability to hear and understand sound sources *(i.e., the ability to hear).* Must have the ability to speak and write English clearly. Must have the ability to read and discern visual images on a variety of media. Must have the ability to type accurately on a computer keyboard , and to record names and numbers accurately *(i.e., not transpose numbers and/or letters*). Must have sufficient personal mobility and physical reflexes to function within the general office environment and in the field when conducting rural addressing activities, including the ability to operate various specialized equipment and automobiles as required, and to exit vehicles and traverse varied terrain to determine location of structures that have not been placed.

**Technical Knowledge:** Must acquire and maintain a working knowledge of public safety communications equipment, practices and procedures including but not limited to:

* Knowledge of general supervisory principles and practices.
* Knowledge of GIS operations, spatial data concepts and the data required to compose maps.
* Knowledge of Rural Addressing System and databases and Center mapping and addressing procedures.
* Knowledge of computer language and programming protocols and agency server and network administration.
* Knowledge of minimum personnel requirements and staffing/scheduling procedures.
* Knowledge of the performance evaluation system and grievance and disciplinary procedures.

**Job Description**

**Essential Knowledge, Skills and Abilities, *continued*:**

**Technical Knowledge, *continued:***

* Knowledge of County 9-1-1 policies, procedures goals and mission, and rationale for same.
* Knowledge and understanding of the purpose of 9-1-1; and the emerging technologies and trends within the field of public safety communications.
* Knowledge of available resource materials and their use in performing job duties.
* Knowledge of human rights laws and regulations governing the employment process, and the legal liability issues common to emergency call taking, public safety dispatching and records keeping.
* Knowledge of how to create, maintain and manage a budget.

Knowledge of the geographical area served *(e.g., familiarity with street names/layout; landmarks; numbering schemes; rivers; lakes; freeways, etc.).*

Knowledge of proper preparation of required reports, logs and forms.

**Professional Certifications:**  Must have the ability to obtain certifications as determined by County 9-1-1 or by changing job requirements.