**COUNTY EMERGENCY COMMUNICATION DISTRICT**

**JOB DESCRIPTION**

**Title: Director**

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

# Relationships

Reports to: 911 Board of Directors

Subordinate Staff: Administrative Assistant; Telecommunication Center Manager; Telecommunication Supervisors, Telecommunicators, EMA Staff; Volunteers.

Other internal contacts: Local Area Law Enforcement

And Fire Agencies; Emergency Medical Providers; City and County Departments

External contacts: School and Hospital Administration; Other Emergency Management Agencies; Local, State and Federal Government Agencies; Local Business and Industry; News Media; System Maintenance and Repair Personnel; General Public

# Job Summary

Plans and administers Mid-size County Emergency Communication System. Prepares annual budget and submits for approval. Plans, implements and supervises training programs for emergency communication system operations. Establishes and maintains contact with government officials and related organizations. Prepares bids and specifications for communications and business equipment and repairs. Designates all maintenance and repair on communication towers and equipment.

Maintains 24 hour contact with dispatch personnel and is notified of all major emergency incidents.

# Job Domains

1. **Planning**
   1. Develops and maintains various emergency protocols for response agencies.
   2. Assists response agencies in developing emergency response protocols for their specific needs.
   3. Prepares annual operational and capital budgets for approval.
   4. Plans and implements training procedures for emergency response personnel and the general public.
   5. Maintains local communications capabilities; tests all equipment at regular intervals and coordinates prompt repairs as needed.
   6. Ensures that all personnel are trained in equipment operations.

# Supervision

* 1. Supervises and coordinates activities of subordinate staff and other groups with emergency responsibilities.
  2. Disseminates information to the public regarding emergencies.
  3. Oversees all day to day operations of the 911 Communications Center.
  4. Formulates policies and procedures for 911 personnel.
  5. Initiates disciplinary action for 911 personnel.
  6. Administers contracts for services as required.
  7. Prepares equipment specifications for bid proposals.

# Public Information

* 1. Uses all available means to inform public of function of Emergency Communication District 911.
  2. Distributes booklets and pamphlets offering information to the public.
  3. Speaks to civic groups, students, and emergency responders on importance of emergency preparedness.
  4. Ensures that weather watch and warnings are issued to the general public.
  5. Issues emergency public information.
  6. Investigates and responds to inquiries from the public and other agencies.

# Training and Development

* 1. Establishes and implements emergency preparedness training within the County.
  2. Participates in professional development courses offered by state and federal EMA.
  3. Reads and is kept abreast of news and information which pertains to Emergency Communication.
  4. Attends regional NENA seminars offered to gain additional knowledge of new technology.
  5. Offers training to groups who handle emergencies on a daily basis and to volunteer groups.
  6. Works with hospitals, nursing homes and mental facilities in development of emergency calling plans.
  7. Assists others in preparing plans and exercises.

In addition to meeting the General Qualifications for Employment (listed on page 11), the employee holding this position must possess the skills listed below (Any item with an asterisk will be taught on the job):

1. Verbal skills to conduct various training courses and to communicate with 911 personnel and the general public in normal and emergency situations.
2. Math skills to develop a budget.
3. Writing skills to develop and maintain emergency plans and procedures. Compose news releases and general correspondence.
4. Reading skills to comprehend state and federal guidelines and to read charts and maps.
5. Knowledge of potential effects of various disasters.
6. Knowledge of general emergency management procedures and requirements.
7. Knowledge of budget preparations.
8. Ability to solve problems, make decisions, and supervise personnel in an emergency situation.
9. Knowledge of emergency operation procedures.
10. Knowledge of procedures necessary for 911 to recoup damages from natural disasters.\*
11. Knowledge of radiological monitoring procedures.\*
12. Knowledge of hazardous material procedures.\*
13. Knowledge of department, county, and state policies.\*
14. Ability to analyze situations and adopt quick, effective reasonable courses of action.
15. Knowledge of County roads, bridges, streams and terrain, etc.
16. Knowledge of all resources and assistance available within County and area (people, vehicles, buildings, materials, etc.)
17. Ability to use and operate all types of emergency communication equipment, etc.
18. General knowledge of electronics.
19. General knowledge of communications systems.
20. Possess a current Federal Communication Commission General Radiotelephone License.
21. Willing to carry a cell phone, radio or specified device for ease of communication 24 hours daily.
22. Willingness to be available and to work non-standard hours to provide 24 hour coverage if necessary.

# General Qualifications for Employment

Any person applying for a position or employed by 911 must qualify under the following guidelines (Any item with an asterisk will be taught on the job):

**Knowledge, Skills & Abilities**

1. Verbal skills to communicate with 911 personnel and the general public in normal and emergency situations.
2. Ability to understand oral and written instructions and ability to relay information quickly and accurately.
3. Ability to type.
4. Writing skills to complete various forms, records, reports.
5. Knowledge of emergency operation procedures.\*
6. Ability to remain calm and act quickly during emergency situations.
7. Fluent in the English language.
8. Ability to write quickly and legibly.
9. Knowledge of general office practices and procedures.
10. Ability to learn and memorize codes and numbers, etc.

**Physical Characteristics**

1. See well enough to read maps and instrument gauges; corrective lens acceptable.
2. Hear well enough to talk on the telephone and two-way radio; hearing aid acceptable.
3. Speak well enough to address co-workers, general public and transmit factual information by radio and telephone.
4. Body movement and mobility to move around office to operate equipment and stock emergency supplies.
5. Strength and endurance to remain active for long periods of time in emergency situations.
6. Uses of hands to write, type, and operate radio equipment.

**Other**

1. Possess a current Alabama Driver’s License.
2. Certified in CPR: Adult, Child and Infant.\*
3. Certified by APCO 33 Standards Course\*
4. Certified in APCO Basic Tele-Communications\*
5. Certified in Alabama Criminal Justice Information Center Computer Terminal Operations.\*
6. Willing to sign a Non-Disclosure Agreement.
7. Willing to travel to training sessions in and out of state.
8. Willingness to work non-standard hours to provide 24 hour coverage if necessary.
9. Willing to wear appropriate attire.
10. Not be less than nineteen (19) years of age at the time of employment.
11. Be a graduate of an accredited high school approved by the State Department of Education or shall be the holder of a certificate of high school equivalency (GED).
12. Be a person of good moral character and good reputation, not have been convicted of a felony or a misdemeanor involving force, violence or moral turpitude.
13. Have the ability to concentrate and remain calm in stressful situations.
14. Possess good judgment and be able to handle delicate situations with discretion.
15. Have the ability to maintain a pleasant relationship with other employees, other city and County departments and volunteer agencies.
16. Be able to deal with public relations problems courteously and tactfully.
17. Be neat and clean in appearance.
18. Be willing have a background check and to be finger-printed.
19. Be a resident of Mid-size County, Alabama and have a voter’s certificate from the Mid-size County Board of Registrars.
20. Submit to routine and/or random tests for drug or narcotic usage.
21. Be willing to have a pre-employment medical examination.
22. Be in good health as determined by a physical examination.
23. Have general knowledge of map reading.
24. Be willing to carry a specified device for ease of communications 24 hours daily.
25. Must have a working telephone; either landline or mobile.
26. Be willing to sign a Non-Disclosure Confidentiality Agreement.
27. Ability to do multiple tasks then write down the sequence.
28. Must have an active bank account suitable for direct deposit of earnings.
29. Any combination of education and experience that provides the necessary qualifications listed.