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**911 Telecommunicator Circle**

**Robertsdale, AL 36567**

**251-947-3911**

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**Job Announcement**

The Baldwin County Emergency Communication District (BCECD) Board of Directors is accepting applications for the position of Director.

This position is an executive role responsible for the administration and management of the Baldwin County E-911 communication center. General duties include the planning, organizing, directing, and overall supervision of the E-911 center that services Baldwin County, Alabama. Responsibilities include law enforcement, fire, emergency medical, emergency management communications services and addressing/GIS management.

This position is answerable to the Baldwin County Emergency Communication District Board of Directors. A strong background in the areas of Operations, Personnel, Community Relations,   
Financia l/Budgets and Risk Management are essential. The appointed director will work under an initial three (3) year contract term, subject to the terms of the contract and satisfactory performance.

**DUTIES AND RESPONSIBILITIES:**

Manage the Baldwin County Emergency Communication Center (“the District”) in accordance with Board policies, and federal, state, and local laws and regulations.

Keeps the Baldwin County Emergency Communication District Board of Directors ("the Board") appraised of financial conditions, major developments, and other center matters, as appropriate.

Develop and revise policies, procedures, and work methods to achieve District objectives.

Performs general oversight of District Operations.

Oversees District supervisors to ensure all District services are being adequately and sufficiently provided.

Supervises staff with responsibility for employment-related decisions or recommendations that include hiring, training, evaluating performance, and disciplining that could include termination.

Prepares and distributes financial information to the Board, staff, and other parties, as appropriate. Ensures that procedures and industry standards are maintained in call answering programs, dispatching, addressing, and other enhanced services.

Provides quarterly statistical reports to the Board in relation to training hours, calls answered, public education, etc.

Develop and ensure a quality control/quality assurance program as part of staff accountability and ongoing analysis of District and county agency response improvements.

With support from District staff - research equipment, database, network, and technical support services regularly to improve the level of services provided.

Establishes and maintains effective work relationships with the Board and other agencies to achieve mutual objectives.

Develops long-range operational and strategic plans to ensure reliable emergency communications in Baldwin County.

Assist with preparing and recommending an annual operational and capital budget to the Board. Administers the budget within approved parameters; makes recommendations to the Board of changes or deviations from the approved budget.

Monitors the performance of vendors, contractors, and consultants.

Develops, revises, and maintains policy and procedure manuals, as necessary. Oversees major repairs, maintenance, and replacement of all District equipment. Makes presentations to the Board, and professional and civic groups.

Attend Baldwin County 911 Board meetings, Baldwin County Fire Chiefs Association meetings and industry conferences, such as those sponsored by the National Emergency Number Association (NENA), Association of Public Communication Officials (APCO), and state associations.

Stays abreast of technological and other developments in 911 public safety emergency services.

This is not intended to be all-inclusive. Other duties as assigned to meet the ongoing needs of the organization will apply.

**PERFORMANCE APTITUDES:**

**Data Utilization:** Requires the ability to coordinate, manage, and/or correlate data. This includes exercising judgment in determining time, place and/or sequence of operations, referencing data analysis to determine necessity for modification of organizational components, and in the formulation of operational strategy.

**Human Interaction:** Requires the ability to function in a managerial capacity for an organizational unit. This includes the ability to make decisions on procedural and technical levels. Must be able to accept feedback from staff and Board; and work closely with the Board to achieve common goals. Must be able to resolve issues and settle complaints in a diplomatic matter and possess the ability to enforce rules with no regard to personal opinion.

**Mathematical Aptitude:** Requires the ability to perform moderately complex mathematics and accounting functions.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness, and creativity in situations involving the direction, control, and planning of an entire program or set of programs.

# **PHYSICAL DEMANDS AND SENSORY REQUIREMENTS:**

This job requires the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing, and/or pulling of objects and materials of moderate weight (10-30 pounds).

# **ENVIRONMENTAL FACTORS:**

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature extremes, traffic hazards, or bright/dim light.

# **QUALIFICATIONS:**

Bachelor's degree from an accredited institution, preferably in Management, Business Administration, Public Administration, Human Resources, Organization Leadership, or a closely related field is required; or any combination of education, training, and experience that provides knowledge, skills, and ability to perform the essential functions of the job.

Five (5) years of experience in public safety and/or emergency dispatching services with at least two (2) years in a supervisory/managerial capacity with progressive responsibility.

Must be familiar with PSAP administration, radio and telecommunications systems and computer-aided dispatching systems.

Must have intermediate to advanced computer skills, including familiarity with Microsoft Office and the ability to communicate by e-mail.

Must be a U.S. citizen or already possess documents to legally work in the United States.

Must possess a valid driver's license and must have a clear driving history (ability to be insured). Must be able to obtain NCIC certification within six (6) months of hire.

Must pass an SBI/FBI level criminal background check and personal background investigation to

include, but not limited to, credit history and education.

Must be able to pass a drug screen, psychological evaluation, and polygraph examination.

Required to permanently reside in Baldwin County within six (6) months of hire and be on call 24 hours per day, 7 days per week for emergencies relating to the 911 center.

Knowledge of leadership and management practices relative to the public sector, public safety, public administration, or local government agencies.

Knowledge of federal, state, and local employment laws and other laws relative to managing of a 9-1-1 Center.

Knowledge of community challenges and response characteristics unique to Baldwin County.

Extensive knowledge of human resource management, financial management and project management.   
One or more of the following credentials will be considered a plus, but not required:

* + NENA Emergency Number Professional Certification (ENP)
  + NENA Center Managers Certification Program (CMC)
  + IAED Communication Center Managers Course (CCM)
  + APCO Certified Public -Safety Executive (CPE)
  + AAA Communication Center Manager (CCM)

The starting salary is $101,000 - $150,000 annually, DOQ.

Travel for the interview, relocation expenses, and reimbursement are not offered or provided with this position.

Qualified individuals interested in applying for Director must submit an original and two copies of their resume along with a letter of interest (three copies) to: **Col. Anthony Lowery, Baldwin County E-911 Personnel Chairman, Attn: Director Application, 320 North Hoyle Ave, Bay Minette, AL, 36507.** Resumes must be received no later than February 10, 2024, and shall not exceed five (5) pages and must contain three (3) valid references. Additional documentation may be required after initial review.

The Board anticipates a conclusion to this process within 90 days of the announcement.

*Baldwin County Emergency Communication District is an Equal Employment Opportunity (EEO) employer and does not discriminate on the basis of race. color. national origin. religion. gender. age. veteran status. political affiliation. sexual orientation. marital status or disability (incompliance with the Americans with Disabilities Act) with respect to employment opportunities.*