

Blount County Communications District (Blount County 911)

911 Operations Manager



Executive Recruitment

The Position in Brief

The Blount County Communications District (Blount County 911) is seeking a 911 Operations Manager. Located in the heart of beautiful Oneonta, Alabama, nestled in the midst of the Appalachian Mountains, the Blount County Communications District is a consolidated dispatch center serving Blount County and the City of Leeds, Alabama.

The Organization:

The mission of Blount County 911 is to work cooperatively with public safety agencies to provide a safe environment for residents and visitors within our communities. This will be accomplished through providing our personnel with the highest levels of training and leveraging the latest technologies available. In every endeavor, Blount County 911 will strive to provide the highest level of customer service and hold fast to our core beliefs of trust, resilience, compassion and professionalism. In carrying out our mission, we recognize that service is our one and only product and the individual and unique contributions of each of us working in a spirit of cooperative team work is intrinsically tied to the service we provide; both to public safety associates within and outside of the Blount County 911 service area, and the members of our respective communities.

The Blount County Communications District was established in 1993 and provides 911 services for all Law Enforcement, Fire and Emergency Medical Services throughout Blount County and the City of Leeds, Alabama. Blount County 911 has a service area of approximately 673 square miles, and serves a total population of approximately 71,312.

As a consolidated public safety answer point (PSAP), Blount County 911 serves a total of 36 partner agencies, comprised of Law Enforcement, Fire and EMS (Emergency Medical Services). Our state-of-the-art facility was designed and built in 2014 and is still one of the most advanced PSAPs in our region and state. Blount County 911 receives over 87,000 Calls for Service (CFS) per year that result in first responders being dispatched and additionally handles an immense volume of non-dispatched calls for the communities and agencies we serve. The Blount County Communications District has an approved annual budget of 2.1 million that serves to support the operations and technology requirements of the center and has an approved staffing number of 24, including the Operations Manager position.



Agencies Served:

Law Enforcement Agencies:

- Blount County Sheriff's Office
- Blount County District Attorney's Office
- Blountsville Police Department
- Oneonta Police Department
- Cleveland Police Department
- Snead Police Department
- Highland Lake Police Department
- Leeds Police Department
- Hayden Police Department

Fire/Rescue Services:

- Allgood Volunteer Fire Department
- Bangor Volunteer Fire Department
- Blount County Rescue Squad
- Blountsville Volunteer Fire Department
- Brooksville Volunteer Fire Department
- Cleveland Volunteer Fire Department
- Dallas/Selville Volunteer Fire Department
- Holly Springs Volunteer Fire Department
- Leeds Fire Department
- Locust Fork Volunteer Fire Department
- Mount High Volunteer Fire Department
- Murphree Valley Fire Department
- Nectar Volunteer Fire Department
- Oneonta Fire and Rescue
- Pine Mountain Volunteer Fire Department
- Remlap Volunteer Fire Department
- Ricetown Volunteer Fire Department
- Rosa Volunteer Fire Department
- Royal Volunteer Fire Department
- Snead Volunteer Fire Department
- Straight Mountain Volunteer Fire Department
- Summit Volunteer Fire Department
- Susan Moore Volunteer Fire Department
- West Blount Fire Department

Ambulance Service:

- Lifeguard EMS

The Community:

Blount County is home to many thriving communities as well as an abundance of outdoor activities such as Rickwood Caverns State Park and the Locust Fork of the Black Warrior River; which is able to be enjoyed by canoeists and kayakers of all skill levels. Palisades Park is among the best rock-climbing opportunities in the Southeast, with over 100 acres and a half mile of 70-foot cliffs and boulders! Palisades Park also hosts many hiking trails, playgrounds, and many other amenities as well as being the home the tallest fire tower in the State of Alabama! The county is also home to several notable and picturesque covered bridges, such as Swann Covered Bridge, Horton Mill Covered Bridge, and the Easley Covered Bridge. DeSoto Caverns State Park, also located in Blount County features an immense cave filled with formations, primitive and RV camping, and many other family attractions.



The Blount County 911 Center is centrally located in Oneonta, Alabama, conveniently located just minutes from downtown Birmingham. While sitting on the edge of one of Alabama's largest cities Oneonta has been able to maintain its cultural identity and stands out as a true southern town, with a focus on community and family friendly events & entertainment, there is something for everyone nearby.

The school district of Blount County consists of 8 preschools, 11 elementary schools, 9 middle schools and 7 high schools, with students displaying consistent test scores well above national averages and a near perfect graduation rate. Blount County is also home to Wallace State Community College and has a campus in both Hanceville and Oneonta.

The community is also home to a comprehensive network of healthcare providers, as well as being the home to multiple hospitals. Ascension St. Vincents Blount which provides Emergency Care, Hospital/Medical Center, Imaging, Laboratory, Mental Health, as well as a Primary Care/Clinic, there are many other options for healthcare for whatever need may arise.



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Key Position Attributes:

- Assist in organizational alignment.
- Ability to assist in defining standard operating procedures.
- Ability to oversee all training programs & initiatives
- Personal accountability and the ability to hold staff accountable.
- Possesses servant leadership
- Foster healthy work environment of mutual respect and teamwork
- Ability to effectively oversee 4 Shift Supervisors



The Ideal Candidate Must:

- Must have the ability to perform the duties of this classification
- Be willing to and able to work all shifts, including nights, weekends and holidays. Ability to work in and support a teamwork environment setting the example for staff.
- Strong computer and dispatch technical skills with ability to effectively utilize programs such as MS Excel and MS Word.
- Be willing to learn new programs introduced in the future.
- Be comfortable working in an environment of ambiguity and demonstrate daily flexibility as priorities change.
- Possess excellent verbal and written communication skills demonstrated in written reports and oral presentations to staff, board and members of the community.
- Demonstrate calmness and decision-making during times of crisis.

Additional Qualifications:

- Possess a comprehensive knowledge of the principles, practices and regulations pertaining to 911 systems with a proven track record in a progressive, consolidate communications system of a similar size or larger.
- Demonstrated leadership skills including building relationships while holding people accountable by adhering to policies and standards.
- A history of increasingly responsible experience in an operational public safety communication position with experience in a supervisory or administrative capacity, preferably in a multi position, multi-jurisdictional environment.
- A Bachelor's degree in public safety communications or a related field (preferred) A degree in technology may also be considered as well as a combination of experience and skills will be evaluated on a case-by-case basis.
- Essential skills in the areas of project and personnel management, budget development and administration, financial oversight, long range financial planning, training, 911 system design, maintenance, and operations of equipment, including Computer Aided Dispatch (CAD) software, hardware and process.

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Additional Qualifications continued...

- An understanding of the challenges and opportunities presented by changes in technology, regulations and policy.
- Requisite skills and abilities in human resource supervision in a work-at-will environment; comfortable empowering staff, building consensus and holding individuals accountable; ensuring that appropriate training programs are offered and supported.
- A performance history of working closely with municipal officials and public safety leadership in managing a consolidated 911 center.
- Recognition of the need to be available and responsive to the needs of the organization.
- A demonstrated proficiency in policy development and implementation of organizational procedures; consistency in decision making and exemplary follow through on policy implementation and communication. Experience with CALEA accreditation is a plus.
- Public Safety Communications Certifications preferred, including by not limited to one or more of the following; NENA's Emergency Number Professional. (ENP), Center Manager Certification Program (CMCP), IAED's Communication Center Manager (CCM), APCO's Certified Public Safety Executive (CPE), Registered Public Safety Leader Program (RPL)

Compensation and Benefits:

Position Salary Range of \$59,240.00 to \$77,294.76, with a hiring range of \$59,240.00 –\$66,675.14. (hiring salary range is based on experience & qualifications) plus, an excellent benefit package including;



- ✓ **Medical benefits effective after one full month of employment.**
- ✓ **Generous Paid Time Off**
- ✓ **Sick Time**
- ✓ **Retirement Systems of Alabama (RSA Retirement) Pension Plan**
- ✓ **Employer Paid Life Insurance**
- ✓ **Additional Supplemental Insurances available**

How to Apply:

- Submit resume, cover letter and application, including 3 to 5 professional references, to:
911admin@blount911.org.
- The application can be found on our website at, <https://www.blount911.org/employment.html> For additional information or questions please contact Amanda, Office Administrator, at (205) 625-4911, Option 2.