

# Giles County E-911 Emergency Communications District Director

## SUMMARY

Job Title: Director of Emergency Communications Center  
Reports To: Giles County E-911 Emergency Communications District Board of Directors  
Type: Full Time  
FSLA Status: Exempt  
Salary Range: \$40,000.00 - \$60,000  
Location: Pulaski, TN

## POSITION OVERVIEW

This is a management and administrative position responsible/accountable for the complete administration of a highly technical, centralized dispatch/telecommunications emergency organization. General duties include the planning, organizing, directing, and overall supervision of the dispatch center. This position requires executive level responsibility for a public safety administration that develops and directs all aspects of the Giles County E-911 Emergency Communications District.

## Essential Duties and Responsibilities

The following statements describe the principal functions of this job and its scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individual may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

### Staff Supervision

- Oversees every aspect of the 9-1-1 System and its employees.
- Performs general oversight of the operations of the center.
- Oversees dispatch center supervisors to ensure dispatching 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.
- Develop and maintain a system to ensure state of Tennessee and industry standards' training requirements are met by all employees of the Center.

### Program Administration, Budget, and Planning

- Keeps the Giles County E-911 Emergency Communications Board apprised of financial conditions, major developments, and other center matters, as appropriate.
- Develop and revise policies, procedures, and work methods to achieve center objectives.
- Makes decisions relative to emergency conditions not governed by established policies and regulations.
- Ensures that procedures and industry standards are maintained in call answering programs, and other enhanced services.
- 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 Giles County.
- Develops and recommends annual goals to the Board.
- Prepares and recommends 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.
- Prepares and distributes financial information to the Boards, staff, and other parties, as appropriate.
- Monitors the performance of vendors, contractors, and consultants.
- Acts as a staff liaison to the Giles County E-911 Emergency Communications District; reports progress on projects, resource utilization and general performance; and provides reports as needed, both written and oral.
- Serves as a liaison between the Board and all affiliated organizations.
- Coordinates with State and Federal agencies to meet all requirements for the E-911 system.
- Responsible for all internal and external complaints.
- Makes procurement recommendations for acquisition of outside communication systems and/or related services required to meet the needs of the Emergency Communications Center; reviews bid specifications for the purchase of equipment and equipment modifications.
- Meets with User Groups to include representatives from offices of the Sheriff, Police, Fire, and EMS departments.
- Monitors new developments within the communications industry and recommends updates to the system as enhancements are developed.

### Technology Implementation

- Research equipment, database, network, and technical support services on a regular basis in order to improve the level of services provided.
- Develops plans to ensure connectivity and redundancy of district telephony, hardware, and software systems.
- Coordinates and oversees major repairs, maintenance, and replacement of all center equipment.
- Stays abreast of technological and other developments in 911 public safety emergency services.
- Responsible for technical aspects of the E-911 system to include effective and efficient use of the current and future telecommunications systems with enhanced E-911 features and capabilities, as well as computer aided dispatch, phone, and operating and network systems, as related to PSAP communications.
- Develops, coordinates, and monitors the use of a computer phone system that routes all emergency calls to the proper jurisdiction or public safety answering point (PSAP).
- Responsible for the accuracy and completeness of the Master Street Address Guide (MSAG) and GIS for CAD. Must develop a continuing process to ensure that the data base is maintained in a current status for use by all emergency services and the State of Tennessee.
- Responsible for creating and maintain all current and new addresses for Giles County.
- Contacts vendors to perform preventative maintenance on communications equipment.

### External Engagement

- Makes presentations to the Board and to professional and civic groups.
- Attends Giles County 911 Board meetings, State of Tennessee 911 Board meetings and industry conferences, such as those sponsored by the National Emergency Number Association (NENA), Association of Public Communication Officials (APCO), and state associations.
- Responsible for public outreach. Develops a public awareness program to inform citizens of the use of the E-911 system; develops a system to aid the public on the uses and operation of the E-911 system.
- Plans, coordinates, and directs public relations activities and news releases as needed.

## Requirements

### Education and Experience

- Bachelor's Degree from an accredited college or university preferably in Management, Business Administration, Public Administration, or a closely related field and a minimum of 3 years of professional work experience and training inside a PSAP (Public Safety Answering Point) call center supporting law enforcement, fire, and medical services.

**Or**

- Highschool diploma and 5 years' experience inside a PSAP (Public Safety Answering Point) call center supporting law enforcement, fire, and medical services with 3 years' experience in a Supervisory or Management role.

## Residency

- Must have a primary residence within Giles County or have the ability to relocate within the first 6 months of employment.

## Knowledge, Skills, and Abilities

To perform this job successfully, an individual should be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

- Ability to read, analyze, and interpret the most complex documents and legislation.
- Ability to respond effectively to the most sensitive inquiries or complaints.
- Ability to write speeches and articles using original and innovative techniques and style.
- Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and boards.
- Ability to teach a class to a group of 1-30.
- Ability to write reports or articles for publication, business correspondence, and concise monthly reports.
- Ability to work effectively with persons and groups in complex situations; possess strong communications skills, oral and written.
- Ability to plan and organize the operation of the department.
- Ability to make short- and long-range plans and projections regarding 9-1-1 budget issues.
- Ability to make short/long range plans and projections about 9-1-1 technology and trends.
- Ability to research FCC regulations, Federal laws, State statutes and governmental rulings to ascertain operating parameters for 9-1-1.
- General knowledge of 9-1-1 and radio systems and operations.
- General knowledge of communications and administrative procedures.
- Ability to coordinate between various jurisdictions and emergency service providers.
- Ability to remain calm in stressful situations.
- The ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and consider larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.
- Familiarity with all aspects of public safety dispatching.
- 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 software, and the ability to communicate by e-mail.
- Must be a U.S. citizen.
- Must possess a valid driver's license.
- Must have current NCIC certification through the Tennessee Bureau of Investigation or be eligible to become certified upon employment.
- Must pass a criminal background check according to TBI/FBI guidelines.
- Must be able to pass a basic physical exam, drug screen, and psychological evaluation.
- Required to be on call 24 hours per day, 7 days per week for emergencies relating to the 911 center.

## Physical

While performing the duties of this job, the individual will occasionally be required to stand, climb, balance, stoop, kneel, crouch; and will regularly be required to walk and sit; will frequently be required to use hands to finger, handle, or feel; reach with hands and arms; requires the ability to talk, hear, and see.

## Cognitive

This position uses logic and/or scientific thinking to define problems, collect information, establish facts, draw valid conclusions, devise, and implement policies and regulations, and to manage and coordinate multiple programs or projects.

## Other desired traits/ abilities

- Ability to communicate effectively using speaking, hearing, vision, and writing skills.
- Experience in managing a consolidated emergency communications center.
- Center Management Certification Program recognition.