EMERGENCY COMMUNICATIONS DISTRICT

**911 Executive Director**

**Fiscal Year 2021 - 2022**

**Salary Range: $94,438.24 - $114,599.42 annually**

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| **Step 1** | **Step 2** | **Step 3** | **Step 4** | **Step 5** | **Step 6** | **Step 7** | **Step 8** | **Step 9** | **Step 10** |
| **$3632.24** | **$3718.40** | **$3804.55** | **$3890.71** | **$3976.86** | **$4063.02** | **$4149.17** | **$4235.32** | **$4321.48** | **$4407.67** |

**POSITION SUMMARY:**

This is an executive level position responsible for the day-to-day management of all aspects of County’s Emergency Communications District and daily operations of the County Emergency Operations center which provides public safety communications and dispatch services to all law enforcement agencies, fire departments and EMS agencies in County. This position directs and monitors all technical, personnel and fiscal management activities of the District and is responsible for the administration of the programs and operations within the organization. This position requires the ability to perform in a supervisory capacity over subordinate personnel. An employee in this position will be expected to perform all assigned duties at the highest level of legal, ethical, and moral standards. The nature of the work performed also requires that an employee in this position establish and maintain effective working relationships with all law enforcement and fire departments operating within the county, in addition to other departments, outside emergency agencies, and the public. Work is performed under the direct supervision of the County 911 Board of Directors.

**DUTIES:**

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Operations and Planning:

* Directs department operations for Tuscaloosa County 911 to achieve goals within budgeted funds and available personnel; approves workloads and staff assignments, reviews progress, directs changes in priorities and schedules as needed to assure work is performed in a timely and efficient manner according to appropriate guidelines, procedures, and legal regulations.
* Coordinates daily work activities; organizes, prioritizes and assigns work as needed. Monitors status of work in progress and inspects completed work, confers with assigned staff, assists with complex/problem situations and provides technical expertise.
* Provides planning leadership and direction to develop short and long-range plans, goals, and objectives for department operations; coordinates departmental activities with other departments and outside governmental agencies.
* Maintains inventory of equipment and supplies for the facility, ensures availability of materials to conduct work activities, initiates requisitions for new/replacement materials, makes recommendations concerning purchase/upgrade of equipment and software.
* Monitors PSAP equipment to ensure proper operations and maintenance; supervises and/or conducts maintenance and testing of equipment, identifies need for repair/replacement of equipment. Works with IT Director and vendors to upgrade and enhance technical systems to maintain current technology and prepare for future upgrades.
* Oversees all communications activities. Approves and assists in development and implementation of operating procedures to ensure proper handling/processing of incoming calls and interaction of those calls with other agencies.
* Responds to questions or complaints related to communication activities and personnel, researches problems/complaints, reports findings to Board of Directors as needed, and initiates problem resolution.
* Confers with the 911 Deputy Director and other subordinates on problems related to programs and activities, furnishing administrative and technical advice and support.
* Analyze current trends and operations for adequacy of service, recommends improvements to existing facilities, equipment and operating systems of the department, including overseeing the technical equipment maintenance, and upgrades. Develop, plan and implement highly complex technological programs to maintain currency with the constantly changing world of digital communications and adequacy of hardware and software changes, including staff training and proficiency. Direct the development and maintenance of systems and records that provide for the proper evaluation, control and documentation of assigned operations.

Human Resources:

* Supervises, directs and evaluates assigned staff, processes employee concerns and problems. Directs work, counseling and discipline. Conducts interviews and makes hiring/termination decisions on all employees except Deputy Director and Accounting/Benefits/Payroll Manager.
* Approves work schedules to ensure twenty-four hour coverage, authorizes supervisor overtime and leave requests.
* Assists in the development and execution of personnel policies, constructs job descriptions and procedures with the approval of the Board of Directors.
* Plans, develops and oversees employee benefits (health insurance, fringe benefits, etc) with the approval of the Board of Directors.
* Approves and assists in planning and implementation of staff training programs, scheduling/coordinating of training activities to ensure attainment and maintenance of required certifications by staff members.
* Takes appropriate action to create a work environment that develops and maintains an acceptable level of employee morale.

Financial:

* Prepares and files annual financial report to Alabama Department of Examiners of Public Accounts.
* Prepares and provides requested documents for bi-annual audit by the Alabama Department of Examiners of Public Accounts.
* Prepares and justifies departmental budget based on staffing and resource requirements, cost estimates, cost share distribution formulas, usage based service schemes and departmental objectives and goals. Presents the annual 911 budget to the 911 Board of Directors.
* Monitors all fiscal operations of the department; approves all department expenditures; supervises the purchase and acquisition of supplies and equipment. Monitors expenditures and maintains spending within established limits set by Board of Directors.

Other:

* Assists other jurisdictions when possible as requested or when needed.
* Notifies appropriate personnel, supervisors, and Board of Directors of critical emergency situations; problems with PSAP equipment, or interruption of delivery of 911 calls to the PSAP.
* Informs 911 Board of progress and status of ongoing projects.
* Prepares agenda and support documentation needed for 911 Board meetings. Maintains records and prepares minutes for each 911 Board meeting.
* Schedules and chairs monthly 911 Task Force meetings with representatives from each agency in the center to discuss call flow and to review operations/activities, review/resolve problems, receive advice/direction and provide recommendations.
* Oversees the agency’s public outreach and education program.
* Attends relevant training courses as offered or required to maintain applicable certifications, remain informed of departmental operations and to promote improved job performance.
* Oversees the county-wide address system by ensuring new addresses are issued timely, accurately and are properly maintained.
* Oversees the 911 GIS system to ensure public safety mapping is current and accurate.
* Maintains accessibility by telephone to facilitate contact as required when off duty.
* Performs other related duties as required.

Required Abilities:

* Must possess the knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
* Must use logic and reasoning to analyze, understand, and evaluate complex situations. Identify the strengths and weaknesses of alternative approaches or solutions to a situation. Exercises appropriate judgment in establishing priorities. Considers the relative costs and benefits of potential actions.
* Must develop and maintain cooperative and professional relationships with employees at all levels, representatives from various departments, and outside agencies. Effectively responds to and resolves complex inquiries and disputes.
* Must be able to utilize a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.
* Ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of human resources issues with tact and diplomacy and in a confidential manner.
* Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine and establish priorities for the completion of work in accordance with sound time-management methodology. Perform a broad range of supervisory responsibilities over others.
* Ability to perform arithmetic, algebraic, and statistical applications to perform purchasing and financial transactions as well as a variety of statistical analysis. Ability to employ economic and accounting principles and practices in the analysis and reporting of budgeting data.

Required Qualifications:

* Bachelor’s Degree or higher from an accredited college of university, supplemented by sufficient previous experience and/or training that includes public safety calltaking or dispatching and supervision or any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this job.
* Ten (10) years’ experience employed full time with a public safety agency (Law Enforcement, Fire, EMS or 911).
* Five (5) years supervisory or management experience.
* Ability to work non-standard hours, be on call 24x7 and coordinate and ensure services are operational on a continuous (24 x 7) basis.
* Valid Alabama Drivers License.
* A maximum response time not to exceed 30 minutes under normal conditions (from residence to PSAP).
* No felony convictions, as well as completion of background investigation, including but not limited to a criminal and driving history.
* Successful completion of drug screening.
* Must be a legal citizen of the United States.