**Mid-Size County 9-1-1**

**Job Description**

**Position: 9-1-1 Director**

**Basic Job Description:**

This position is a highly technical administrative position responsible for effectively coordinating and directing the Communications Center/911 System. Primary responsibilities include but are not limited to day-to-day operation of the County 911 Communications Center. The Director will be actively involved with exploration and implementation methods to continually enhance the 911 and communications systems, including establishing and maintaining quality performance standards, developing training programs and maintaining a high level of knowledge regarding 911 systems and the Communications Center. The job requires the Director to remain on twenty-four hour call and work various shifts and hours as required.

**Essential Job Functions:**

1. Prepares documents and submits them to the Board for review.
2. Budget Reports
3. CAD Event Reports
4. Other reports financial and operational as requested/needed.
5. Processing of confidential reports and information.
6. Planning and forecasting work schedules of County 911 (here after referred to as “911”) operations.
7. Foster a working relationship with internal and external public safety agencies, public and private partners and other groups as identified by the Board.
8. Appoints, assigns, supervises, disciplines, or terminates County 911 employees.
9. Provides guidance and counsel to personnel regarding 911 policy and procedures.
10. Investigates, reports, and recommends solutions to complaints and operational problems, internally and with other Departments.
11. Oversees personnel training and development process.
12. Maintains personnel work records/files.
13. Schedules and facilitates 911 Board Meetings.
14. Attends or holds meetings, seminars and speaking engagements.
15. Responsible for the creation and management of the 911 budget.
16. Attends conference, seminars and training to enhance the knowledge of the position.
17. Maintaining, updating and general upkeep of the Master Street Address Guide (MSAG)
18. Schedules and/or conducts training on 911 Equipment and/or staff on a regular basis.
19. Oversees acquisition, operation and maintenance of all computer and communications equipment within the 911 Center, often referred to as “Information Technology or IT” equipment.
20. Ensures compliance with all applicable laws, rules, regulations, standards, policies and procedures and initiates any actions necessary to correct deviation or violations.
21. Develops long and short term plans, goals and objectives for the 911 Center.
22. Insures that all systems, programs, and equipment meets County 911’s needs in the most economical manner consistent with budget limitations, sound engineering practices, operational procedure and FCC Rules and Regulations.
23. Analyzes and makes recommendations on policies and procedures for a more effective emergency call taking and public safety dispatching operation.
24. Directs the development, implementation and coordination of training for 911 personnel to maintain technical competency and familiarity with equipment, policies and procedures.
25. Represents County 911 in meetings and contacts with City, County, District, State and Federal organizations.
26. Assigns work to all other 911 employees to ensure operational concerns are met.

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