



JOB DESCRIPTION:

DEPUTY DIRECTOR

JOB SUMMARY:

The Deputy Director's primary responsibility is to assist the Director in ensuring the efficient and effective operation of the 9-1-1 Center. As second in command to the Executive Director, the Deputy Director assists with the business office and consolidated communication center operation, including but not limited to fiscal planning, budgeting, auditing, human resource development, addressing, GIS, radio system, and inter-agency operations.

FURTHER DEFINITION OF POSITION:

The Talladega County 9-1-1 Center consists of an administrative office and consolidated communication center, with various divisions that support each other to complete the mission of 9-1-1. All calls for service for the thirty-one (31) law, fire, and ems agencies we serve in the county are answered and processed by the Public Safety Telecommunicators. The administrative office is staffed with personnel in the following positions: Executive Director, Deputy Director, GIS Coordinator, Communication – IT Specialist, Administrative Assistant, and Receptionist. The consolidated communication center is staffed with personnel in the following positions: Communications Training Coordinator, Communication Supervisor, Communications Training Officer, Public Safety Telecommunicator IV, Public Safety Telecommunicator III, Public Safety Telecommunicator II, Public Safety Telecommunicator I, and Public Safety Telecommunicator.

The Deputy Director is an exempt, on-call, 24/7/365, full-time position.

The Deputy Director must execute the duties of the position while maintaining objectivity, equality, and confidentiality.

SUPERVISION RECEIVED:

The Deputy Director is directly supervised by the Executive Director. The performance of the Deputy Director will be monitored, with the expectation that the Deputy Director will function within acceptable standards, written agency guidelines, and performance objectives.

SUPERVISION EXERCISED:

The Deputy Director is responsible for supervising all 9-1-1 staff. The Deputy Director possesses the full authority of the Executive Director in the Executive Director's absence

EXPERIENCE REQUIRED:

The Deputy Director applicant must have five years of experience working in 9-1-1. That experience should include front-line and supervisory experience. The applicant must also have knowledge of supervisory principles, project management principles, basic public safety operating principles, budgeting principles, addressing principles, and emergency communications systems, including voice and data.

MINIMUM JOB REQUIREMENTS:

- Understand how to read maps & knowledge of Talladega County (landmarks, streets, businesses, addressing schemes, etc.)
- Able to proficiently use & troubleshoot equipment within the 9-1-1 Center, such as phones, radios, Computer Aided Dispatch system (CAD), TTY, computers, and other communications and office equipment
- Knowledge of the NCIC (National Crime Information Center) and ACJIC (Alabama Criminal Justice Information Center) systems
- Knowledge of FCC and HIPAA laws regarding radio broadcasting
- Knowledge of state and federal laws regarding human resources
- Knowledge of Standard Operating Procedures and Talladega County 9-1-1 chain of command
- Awareness of and respect for diverse populations within the county
- Typing skills: 35 words per minute, minimum
- Hold valid driver's license
- Have obtained high school diploma or equivalent
- Pass a drug screen & pre-employment background check
- Have no convictions of felony or crime of moral turpitude

PHYSICAL REQUIREMENTS:

- Perform tasks requiring attention to detail and maintained concentration (75-100% of the time)
- Communicate by speaking, articulating & enunciating clearly in English (75-100% of the time)
- Sit at a desk or console for extended periods of time (75-100% of the time)
- Perform tasks requiring use of your hands (75-100% of the time)
- Occasionally write legibly (less than 25% of the time)
- Occasionally walk, stand, or stoop (less than 25% of the time)

- Occasionally lift, carry, or move objects weighing less than 25 lbs. (less than 25% of the time)
- Pass a physical exam which includes a check of hearing and vision standards

KEY RESPONSIBILITIES:

- Maintain an awareness of both internal and external resources in regard to training, emerging technologies, and new trends or developments within the profession
- Supervise and evaluate the work activities of subordinates
- Investigate complaints received from citizens or other public safety agencies on employees or services provided
- Maintain and update personnel records of employees
- Participate in the hiring process and public education as defined or required by the agency
- Consistently follow and apply Standard Operating Procedures/written directives
- Recommend updates to directives when applicable and update associated agency materials if directives are changed
- Understand disciplinary/corrective procedures and appropriate documentation related to such
- Maintain confidentiality of all information received through the course of duty
- Interact successfully & professionally with management, peers, subordinates, the public, other agencies, departments, and committees
- Comply with local, state, or federal statutes/codes in addition to industry or professional requirements
- Understand and act within agency standards of ethical behavior, and show comprehension of training & supervisory liability issues, including negligence or otherwise
- Prepare and monitor District work schedules
- Perform all duties of a telecommunicator position on an as-needed basis

GENERAL KNOWLEDGE AND SKILLS:

The Deputy Director should be able to identify, articulate, and demonstrate the values, expectations, duties, and functions of the position, such as:

- Knowledge of ADA requirements in regard to hiring, access, & accommodations
- Awareness of public safety and homeland security initiatives
- Customer service & “split ear listening” skills
- Communication skills, both verbal & written
- Instructing & presenting skills
- Self-motivated & able to motivate others
- Team building: foster good morale & a positive learning environment
- Commit to fostering a workplace that supports diversity and equality
- Understand budgeting procedures & project management
- Lead others & supervise effectively, including coaching & mentoring others
- Understand the scope of authority/chain of command
- Able to multi-task, plan, & prioritize
- Set goals and objectives
- Able to observe, analyze, & make appropriate decisions
- Be fair, impartial, & consistent
- Listen actively in order to gain understanding & counsel others
- Be professional & patient at all times
- Handle stress & coach others in handling stress
- Be a role model & present a positive attitude toward the Center both at work & away
- Display maturity and dependability
- Be a team player (work well with others, show respect, refrain from gossip)
- Handle responsibilities in an organized, accurate, & timely manner
- Think critically & adapt to change
- Be solution orientated, creative, open to new ideas, & able to research
- Provide appropriate and constructive feedback, including criticism
- Receive feedback on personal performance, including criticism
- Identify professional goals & seek out development opportunities

TRAINING REQUIRED:

Upon hire or promotion, the Deputy Director will participate in certification training. Detailed classroom training will meet agency, local, state, and federal requirements. A printed description of the training and all it entails will be provided. The Deputy Director will also begin a six-month probation period upon hire or promotion.

Within six months of hire date, the Deputy Director is expected to possess the following certifications:

- CPR/AED (Cardio Pulmonary Resuscitation/Automated External Defibrillator)
- APCO (Association of Public-Safety Communications Officials) PST I
- NIMS (National Incident Management System)
- NCMEC (National Center for Missing & Exploited Children)
- NCIC (National Crime Information Center)
- ALABAMA EMD (Emergency Medical Dispatch)

Employees are expected to maintain all certifications listed above and any others which may be required.

Disclaimer:

This job description is only a summary of the typical functions of the job, not an exhaustive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties of the job holder might differ from those outlined in this job description. Other duties, as assigned, might be part of the job as well.