

Winston County E 9-1-1 Communication District (WCECD)

POSITION DESCRIPTION

911 DIRECTOR

POSITION TITLE: 9-1-1 DIRECTOR

FLSA: Exempt

DEPARTMENT: Administration

Date: November 12, 2025

REPORTS TO: WCECD Board of Directors

POSITION SUMMARY:

The 9-1-1 Director defines the vision, goals, and objectives to meet the 9-1-1 mission. Provides directions for all aspects of the 9-1-1 System. Plans, organizes, staffs, and directs the daily operations of the 9-1-1 Center, including budgeting, procurement of new equipment, maintenance, repairs, cost accountability, as well as 9-1-1 employee management, training, and evaluation. Monitors trends in 9-1-1 and NG911 to keep WCECD ahead of technology developments—maintaining WCECD’s leadership in the 9-1-1 community. The Director is the liaison between WCECD and the Board and the voice of WCECD to the public.

ESSENTIAL FUNCTIONS:

1. Directs assigned staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and making hiring, termination, and disciplinary recommendations.
2. Manages every aspect of WCECD’s 9-1-1 equipment, including 9-1-1 equipment procurement and maintenance, 9-1-1 database accuracy, and the 9-1-1 technical support staff which supports all elements of the 9-1-1 system, as well as producing 9-1-1 GIS capabilities and addressing for WCECD.
3. Prepares Scopes of Work and Requests for Proposal for the purchase of 9-1-1 equipment, maintenance, and repair of equipment and for the other services required to provide reliable ANGEN, CAD, logging, and other 9-1-1 systems; prepares contract review documentation and supervises the day-to-day execution of these contracts.
4. Develops short- and long-term plans and strategies for ANGEN 9-1-1 systems for WCECD, which includes preparation of annual operating capital improvement budget, the preparation of contractual documents and, through the purchasing process, evaluates proposals which lead to the award of contracts. Acts as project manager for system and facility installation and construction.
5. Develops plans and strategies for upgrades from Enhanced 9-1-1 to state of the art systems involving a number of phases and interrelated contracts spanning several years.
6. Maintains an accurate database of Winston County’s Street names, street address ranges, and law enforcement, fire, and medical jurisdictions for each street. The 9-1-1 Director is the central point of contact between the County and telephone companies and will be under general supervision.
7. Must possess the ability to communicate well with the Board and to ensure the Board is well informed of matters affecting WCECD and the Board.

ESSENTIAL FUNCTIONS: (continued)

8. Promotes awareness among the citizens of Winston County as to the use of the 9-1-1 emergency telephone system. Coordinates with all law enforcement, fire, and medical agencies in all matters pertaining to the 9-1-1 emergency telephone system and provides periodic informational updates to all local jurisdictions and local agencies.
9. Coordinates with participating telephone companies.
10. Maintains and monitors a procedure manual as to the necessary work activities. Develops a continuing process to ensure that the data base is maintained in a current status for use by all emergency services.
11. Monitors new developments within the communications industry and recommends updates to the system as enhancements are developed.
12. Administers an accurate 9-1-1 mapping display system as part of the calltaking console equipment used to locate all 9-1-1 callers, both wireline and wireless.
13. Responsible for the promulgations of PSAP protocol procedures and the 9-1-1 disaster contingency plan.
14. Maintains a permanent 24x7x365 on-call status.
15. Acts as a Project Manager for major 9-1-1 systems upgrades and replacements. Coordinates every level of hardware and software installation and testing.
16. Performs other tasks as assigned and/or as the WCECD Director's Contract states.

CUSTOMER SERVICE:

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the Center, employees of other agencies in the County, elected officials, citizens, and customers of the departments. Service is provided in person or by phone contact.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Must possess a minimum of an associate's degree in business administration, public administration, geographical information systems, criminal justice, emergency management, communications, applied science in EMS/Nursing/Paramedic, or a closely related field.
2. Recommended Five to seven years of progressive responsible experience in emergency communications, public safety dispatch, or law enforcement communications.
3. Recommended Two to Three years in a supervisory or management role, preferred overseeing dispatch or emergency services operations.
4. Preferred, management experience supervising five (5) or more employees and practical knowledge in communications technologies, the application of such to a county 9-1-1 system, and compliance with federal, state, and local regulatory requirements; or equivalent combination of education and experience.
5. Completion will be required at time of hiring or to be completed within eighteen (18) months of hire of a formal Leadership Training Course such as Alabama Public Safety Leadership Course, NENA CTO (Center Training Officer) or NENA 9-1-1 Center Supervisor

Course, APCO Public Safety Telecommunicator Certification, APCO Communications Center Supervisor.

6. Must have or be able to obtain National Emergency Number Association (NENA) Emergency Number Professional (ENP) Certification or equivalent within eighteen (18) months of employment. Other certifications such as Geographical Information Systems Professional (GISP) and NENA Center Manager Certification Program (CMCP) are desirable.
7. 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; to work harmoniously with persons of diverse backgrounds and experiences, without regard to race, color, creed, religion, national origin, sex, age, or non-disqualifying disabilities.
8. Knowledge of supervisory principles; electronic communications theory; project management principles; basic public safety operating principles; budgeting principles; state of the art communications systems, including voice and data; functional characteristics of electrical components and circuits; applicable Federal, State, and Local law, rules, regulations, policies, and procedures; communications/electronics installation standards and practices; telecom equipment maintenance and operations principles and practices; applicable operating systems; and basic computer networking maintenance and operation principles and practices.
9. Skill in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work; managing projects; managing work of external vendors and contractors; developing and administering budgets; developing equipment and system specifications; identifying symptoms and applying applicable theory to troubleshoot complex electronic communications systems; preparing system documentation; planning and scheduling repairs to critical public safety equipment; troubleshooting complex communications equipment problems; preparing, reading, and interpreting schematics and technical manuals; using a computer and related software applications; and, communications and interpersonal skills as applied to interaction with coworkers, supervisors, the general public, etc. sufficient to exchange or convey information and to receive work direction.
10. Must possess a valid Alabama Driver's License, or equivalent.

COMPENSATION:

1. The director shall be paid an annual salary range between Forty-Five Thousand and Sixty-Five Thousand and no/100 Dollars (\$45,000-\$65,000) per year, payable in equal bi-weekly installments. **Note: The salary will be negotiated based upon the candidate's education, training and experience in the field.**
2. The director shall accrue 3.75 hours of annual leave and 3.75 hours of sick leave per pay period.
3. The director shall receive standard holidays observed by act of State Legislature and County Commission.
4. The director shall be entitled to the employee insurance coverages as may, from time to time be offered to all employees. Current program provides 100% of employee coverage and ½ of dependent coverage through the Local Government Insurance Board.

5. The director shall have access to a business vehicle to be driven home each day. The IRS will assess the individual a personal use fee for tax purposes which is subject to change over time. The Current rate is \$3.50/day worked.

REQUIREMENTS:

1. The director must (a) live in Winston County, (b) move into Winston County within 90 days of employment or (c) live in a neighboring county in which the travel time to the E 911 office traveling no more than the posted speed limit would allow the person to be in the office within 45 minutes of call out.