

DIRECTOR OF OPERATIONS

Organization:	Alabama 9-1-1 Board	Job Title:	Director of Operations
Location:	Montgomery, AL	Job Category:	Professional
Date posted:	May 21, 2026	Paygrade:	13
Posting Expires:	TBD	Travel Required:	Some
HR Contact:	Leah Missildine, Executive Advisor	Position Type:	Full-time
External posting URL:	www.al911board.com	Base Annual Salary:	\$90,941.28

Applications Accepted By:

Apply for this position by completing the Alabama 9-1-1 Board's [Resume Submission Form](#).

Job Description

The Director of Operations serves as the Alabama 9-1-1 Board's senior leader responsible for the administrative, procedural, and internal operational functions that support the Board's statewide mission. This position ensures that the Board's internal operations—including procurement, invoicing, administrative rulemaking, policy development, program oversight, and organizational documentation—are executed with consistency, transparency, and compliance with applicable statutes, regulations, and Board directives.

The Director of Operations provides direct supervision to key program managers and ensures that the Board's internal programs operate in alignment with statewide priorities, statutory requirements, and the Board's strategic direction. The role is accountable for establishing and maintaining mature administrative processes, strengthening organizational documentation, and ensuring that internal operations keep pace with the increasing complexity of statewide 9-1-1 governance, NG9-1-1 modernization, and vendor oversight.

The Director of Operations works with significant independence within established Board policies and guidelines. Performance is evaluated through program outcomes, procedural compliance, documentation quality, audit readiness, and the effectiveness of internal operational controls.

Roles and Responsibilities:

Operational Leadership and Administrative Oversight

- Performs and oversees the administrative functions of the Alabama 9-1-1 Board—including financial administration, payroll, human resources support, and data entry and record keeping—ensuring that internal operations are efficient, compliant, and aligned with statutory and regulatory requirements.
- Develops, implements, and maintains standardized office procedures, including procurement workflows, invoicing processes, documentation standards, and internal administrative controls.
- Collaborates with the Executive Director on the creation, review, and revision of Board policies, internal procedures, and administrative rules, ensuring alignment with statutory authority and organizational needs.

- Ensures that all operational processes and documentation support transparency, audit readiness, and defensible decision-making, while reflecting best practices that strengthen continuity of operations and reduce reliance on institutional knowledge.
- Maintains awareness of operational needs across all Board programs and adjusts priorities, resources, and workflows as conditions evolve.
- Serves as the Executive Director's primary advisor on internal operations, administrative policy, and organizational process maturity.

Procurement and Financial Process Support

- Oversees procurement activities in accordance with state requirements, ensuring that purchasing actions are documented, compliant, and aligned with Board priorities and approved budgets.
- Reviews and approves procurement requests, purchase orders, and supporting documentation prior to Executive Director approval.
- Ensures that invoicing processes are timely, accurate, and supported by appropriate documentation and internal controls.
- Coordinates with the Executive Director and financial staff to support budget execution, vendor management, and contract administration.
- Maintains documentation sufficient to support audit review, legislative reporting, and financial transparency.

Program Direction and Supervision

- Directly supervises the Certification & Training Program Manager, GIS Program Manager, and Business Systems Manager, ensuring alignment with statutory and regulatory requirements, Board priorities, and consistent program performance.
- Establishes clear performance expectations, documentation standards, and reporting requirements for program managers.
- Conducts regular one-on-one meetings, performance evaluations, and program reviews to assess progress, identify gaps, and ensure accountability.
- Ensures that program activities—including training delivery, NG9-1-1 GIS operations, and business systems support—are coordinated, documented, and aligned with Board goals and priorities.
- Supports workforce planning, including recruitment, onboarding, and succession considerations for program staff.

Organizational Documentation, Reporting, and Governance Support

- Ensures that internal documentation—including reports, memos, correspondence, spreadsheets, databases, and presentations—is accurate, professional, and consistent with Board standards.
- Manages the administrative rulemaking process, including drafting amendments, preparing supporting documentation, and managing required public notice and comment procedures.
- Maintains a comprehensive inventory of policies, procedures, and administrative rules, ensuring that all documents are current, consistent, and accessible.
- Oversees the development of operational reports for federal, state, and local entities, ensuring accuracy, completeness, and timely submission.
- Coordinates with the Executive Director on governance-related activities, including preparation of materials for Board meetings, legislative inquiries, and compliance reviews.
- Supports the Board's obligations under Alabama statutes by ensuring that internal processes and documentation align with legal and regulatory requirements.
- Maintains records and documentation necessary to support audits, legislative reporting, public records requests, and organizational transparency.

Strategic and Organizational Support

- Provides operational insight and recommendations to the Executive Director regarding organizational process improvements, administrative efficiencies, and procedural modernization.
- Contributes to the development and refinement of statewide operational frameworks, internal controls, and administrative readiness benchmarks.
- Collaborates closely with the Director of Field Coordination on matters that bridge internal Board operations and field-level program delivery, ensuring consistent alignment between administrative functions and statewide service execution.
- Participates in Board meetings, planning processes, and relevant industry conferences to remain informed of emerging trends, best practices, and regulatory developments.
- Performs other related duties as assigned by the Executive Director.

Knowledge, Skills, and Abilities Required:

Knowledge of applicable Alabama statutes, regulations, Board policies, and administrative rules governing 9-1-1 operations, procurement, financial management, and state agency governance.

Understanding of public sector administrative processes, including procurement workflows, budget execution, vendor management, contract administration, and compliance documentation.

Familiarity with 9-1-1 program areas—including GIS operations, certification and training programs, and business systems—sufficient to provide effective programmatic oversight and cross-program coordination.

Ability to:

- Lead, develop, and hold accountable a team of program managers, maintaining consistent performance standards and clear organizational accountability.
- Establish and maintain mature administrative systems, documentation frameworks, and internal operational controls that support organizational efficiency and audit readiness.
- Communicate effectively in both oral and written formats, including preparation of Board materials, policy documents, regulatory filings, procurement records, and executive-level reports.
- Analyze operational processes, identify gaps, and design practical administrative improvements that strengthen organizational effectiveness.
- Manage competing priorities across multiple programs and administrative functions with accuracy, attention to detail, and consistent follow-through.
- Exercise sound judgment and professional discretion in sensitive matters involving personnel, legal compliance, financial oversight, and Board governance.
- Work effectively and independently within established frameworks, demonstrating initiative in process improvement while maintaining compliance with applicable requirements.

Proficiency in standard computer applications including word processing, spreadsheet software, database management tools, email systems, and virtual meeting platforms.

Strong interpersonal and communication skills sufficient to collaborate effectively across organizational boundaries, including with the Executive Director, program managers, state agencies, vendors, and Board members.

Minimum Qualifications:

- **Education** -- Bachelor's degree in Public Administration, Business, Communications, or a related field is preferred but not required. Equivalent combinations of education, certifications, and directly relevant experience will be considered.

- **Experience** -- Minimum seven (7) years of progressively responsible experience in public safety, emergency management, telecommunications, or related field. At least five (5) of those years in a supervisory or management role.
- **Certification** -- Emergency Number Professional (ENP), Registered Public Safety Leader (RPL), Certified Public-Safety Executive (CPE), or similar.
- **Driver's License** -- Must possess and maintain a valid driver's license sufficient to support occasional travel for Board business, including meetings, training, and statewide industry events.
- **Proximity** -- This position requires a constant in-office presence at the Board's Montgomery office, with remote work limited to occasional circumstances. The Director of Operations is responsible for the daily management of the Board's office, administrative staff, and internal operations, and must be physically present to ensure consistent oversight, responsiveness, and continuity of operations.
- **Preferred**
 - Advanced degree in law, public administration, or finance.
 - Active involvement in industry-specific professional bodies, working groups, or standards development.

Conditions of Employment:

- Final candidates must successfully complete a comprehensive background investigation, including a criminal history check, prior to employment. Employment is contingent upon satisfactory results.
- Employment is contingent upon verification of identity, education, certifications, and prior employment history.
- This position is subject to all applicable policies of the Alabama 9-1-1 Board, including those governing professional conduct, confidentiality, conflicts of interest, and use of Board resources.

Retirement and Insurance Information

- <https://www.lghip.org/member>
- <https://www.rsa-al.gov/ers/>

Equal Opportunity Employment

The Alabama 9-1-1 Board is an Equal Opportunity Employer. The Board does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age (40 or older), disability, genetic information, veteran status, or any other status protected by applicable federal, state, or local law.

The Board is committed to providing reasonable accommodations to qualified individuals with disabilities. Applicants who require accommodation in the application or interview process should contact the HR Contact listed above.