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<p>SUBJECT: JOB DESCRIPTION FOR DIRECTOR OF EMERGENCY COMMUNICATIONS DISTRICT</p>	
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Robertson County Director of Emergency Communications

GENERAL SUMMARY:

This is an executive position responsible for the administration and management of an emergency communication district. General duties include the planning, organizing, directing, and overall supervision of the dispatch center, addressing office, and information technology. This position is answerable to the Robertson County 911 Board.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Manages the Robertson County 911 Emergency Communications District office in accordance with Board policies, federal, state, and local laws and regulations.
- Keeps the Robertson County 911 Board (“the Board”) apprised of financial conditions, major developments, and other District matters, as appropriate.
- Develop and revise policies, procedures, and work methods to achieve District objectives.
- Performs general oversight of the operations of the three facets of the district: Dispatch Center, Addressing, and Information Technology.
- Oversees Dispatch Center Supervisor to ensure dispatching services are being adequately and sufficiently provided.
- Works with Public Safety Advisory Board resolving issues and concerns that may arise to ensure stability and maintaining the highest quality of dispatching services.
- Supervises staff with responsibility for employment-related decisions or recommendations that include hiring, training, evaluating performance, and disciplining that could include termination.
- Prepares and distributes financial information to the Board, staff, and other parties, as appropriate.
- Ensures that procedures and industry standards are maintained in administering the 911 database, call answering programs, and other enhanced services.
- Researches equipment, database, network and technical support services on a regular basis in order to improve the level of services provided.
- Establishes and maintains effective work relationships with the Board and other agencies to achieve mutual objectives.
- Develops long-range operational and strategic plans to ensure reliable 911 emergency communications for the PSAP in Robertson County.
- Assist with preparing and recommending an annual operational and capital budget to the Board.

- Administers the budget within approved parameters; makes recommendations to the Board of changes or deviations from the approved budget.
- Monitors the performance of vendors, contractors, and consultants.
- Develops, revises, and maintains policy, procedure, and emergency evacuation manuals, as necessary.
- Coordinates and oversees major repairs, maintenance, and replacement of all District equipment.
- Interacts with a wide variety of groups, including citizens, neighborhood associations, civic organizations, private agencies, and government agencies.
- Makes presentations to the Board and to professional and civic groups.
- Attends Robertson County 911 Board meetings, State of Tennessee 911 Board meetings and industry conferences, such as those sponsored by the National Emergency Number Association (NENA), Association of Public Communication Officials (APCO), and state associations.
- Stays abreast of technological and other developments in 911 public safety emergency services.
- This is not intended to be all-inclusive. Other duties as assigned to meet the ongoing needs of the organization.

REQUIREMENTS:

- Bachelor's Degree from an accredited institution, preferably in Management, Business Administration, Public Administration, or a closely related field. Experience as a Director or Assistant Director of an Emergency Communication District may be substituted.
- Five (5) years' experience in public safety and/or emergency services with at least two (2) years in an administrative capacity.
- Must be familiar with PSAP administration and computer-aided dispatching systems.
- Must have intermediate to advanced computer skills, including familiarity with Microsoft Office software, and the ability to communicate by e-mail.
- Must have prior experience in preparing and managing budgets.
- Must be a citizen of the United States.
- Must possess a valid driver's license.
- Must have current NCIC certification through the Tennessee Bureau of Investigation, or be eligible to become certified upon employment.
- Must pass a criminal background check according to TBI/FBI guidelines.
- Must pass a drug screen, psychological evaluation, and polygraph examination.

OTHER SKILLS/ABILITIES:

- Ability to communicate effectively using speaking, hearing, vision, and writing skills.
- Requires lifting up to 50 pounds.