

## 911 Director

### **DEFINITION**

Under the general direction of Seminole County's Board of Commissioners (SCBC), the Director is responsible to direct and manage the Seminole County Central Dispatch Center (SCCDC) operations, improvement projects, and staff, and to serve as the liaison between Communications and other departmental personnel and agencies.

### **SUPERVISIONS RECEIVED AND EXERCISED**

Receives general supervision from Seminole County's Board of Commissioners.

Exercises supervision to communications dispatchers and supervisors.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS**—Essential and other important responsibilities and duties may include, but are not limited to the following:

#### **Essential Functions:**

1. Develops and identifies strategic objectives; recommends alternatives and strategies for goal achievement; maintains an open line of communication with the SCBC.
2. Ensure the 911 emergency dispatch needs of the County and its citizens are being met.
3. Provides project management duties for SCCDC projects. Plans for future process improvements and enhancements.
4. Work closely, and in conjunction with, Information Services, GIS, and Emergency Management for planning and implementation of all systems, telecommunications, and radio improvements, upgrades, and replacement systems.
5. Develop the annual budget proposal for the SCCDC, monitors expenditures, and approves purchases within authority.
6. Work with the emergency service agencies in Seminole County on strategic planning and funding issues.
7. Supervises all Communication Officers in all aspects of operations, ensuring that all rules, regulations, policies and procedures are followed.
8. Develop, maintain, and implement a formal training program for all SCCDC personnel to ensure the training personnel are following approved training guidelines and policies; maintain complete and accurate training records.
9. Must have the ability to work beyond scheduled hours and respond to after hour's calls in a time sensitive, critical manner when required. Must be willing and available to provide on-call support 24/7 to handle escalated emergency issues.
10. Ensures all personnel can effectively use all necessary computer systems required for dispatching, identifying locations through mapping software, handling radio and telephone calls, 911 recording, and communicating/researching with the emergency service providers. This training also includes basic understanding of equipment and fundamental troubleshooting.

11. Completes work performance evaluations in a fair and impartial manner on all personnel assigned to SCCDC, in compliance with department and County policy
12. Ensures that radio calls and telephone calls are answered promptly and courteously
13. Ensures that all equipment and facilities of the Communications Center are maintained
14. Ensures that accurate and complete documentation of citizen information is gathered and maintained and that all logs, tapes and call cards are generated in compliance with Federal, State, and local laws and departmental policy and procedures
15. Assigns a Communications Unit Leader under the Incident Command System during all simulated or actual disasters; participates as appropriate or according to the Emergency Operations Plan in county emergency response activities
16. Serves on a variety of committees as required or requested
17. Utilizes computerized data entry equipment and various software in the preparation of reports and graphic representations.
18. Receive emergency service calls for the public requesting law enforcement, fire, ambulance or other emergency service; determine nature, location and priority of emergency; dispatch emergency units as necessary.
19. Organizes and coordinates the department's resources to meet requirements for operation of the 911 communications center. Monitor productivity and workflow and resolve problems to meet deadlines and employee scheduling conflicts. Perform planning of vacation scheduling and training requirements.
20. Develop, plan, schedule, and implement dispatcher training programs. Perform administrative duties in the maintenance of records.
21. Interacts with the public over the telephone to handle transactions, research, and answer technical/incident specific questions and resolve problems.
22. Act as a backup to communications dispatchers and performs those functions as needed.
23. Maintain contact with all units on assignment using a two-way radio; maintain status and location of emergency units; maintain daily log of all field calls and units dispatched.
24. Monitor, receive, disseminate, and transmit public safety information via a teletype machine.
25. Use TDD and other telecommunications systems to coordinate emergency and non-emergency calls and relay information and assistance requests involving other law enforcement, emergency medical and fire agencies.
26. Answer non-emergency calls for assistance; take reports over the telephone; answer and dispatch maintenance service emergencies during evenings, weekends, and holidays; contact appropriate personnel for response.
27. Communicate with the public and provide general information or referrals as needed.
28. Enter, update, and retrieve information of NCIC, OLETS, and other criminal information systems relating to wanted persons, warrants, stolen property, vehicle registration, stolen vehicles and other information..

**Marginal Functions:**

Gather information for variety of reports.

Monitor and maintain communications center supplies.

Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

Interpersonal Relationships - In performing duties, this position must demonstrate consistency in dealing with people; show personal integrity and sensitivity to other's problems without direct involvement; exclude personal biases from work performance; accept discipline and constructive criticisms while promoting a cooperative, positive attitude and a team atmosphere.

Professional Attitude – This position must display emotional stability, self-motivation, loyalty and commitment to the SCCDC and Seminole County; must be willing to accept responsibility, take initiative, and act in a dependable and mature manner in relationships with others; represent the organization to other agencies and citizens with a courteous, helpful, accurate and professional attitude in all radio, telephone, teletype and personal contacts.

Decision Making - This position is responsible to act in a decisive manner, using good judgment; must be able to assess problems and situations in a timely manner; must be able to anticipate needs and evaluate alternatives; must be able to deal with emergency and stressful situations while avoiding overreaction; must demonstrate knowledge of and utilization Policies and procedures of receiving and processing emergency calls including police and fire codes.

Principles of business administration.

Basic supervisory practices and principles to include management and leadership skills.

Procedures used in operating computer aided dispatch and E911 systems.

Federal Communications Commission rules and regulations governing operation of radio telephone transmitting and receiving systems.

Standard radio broadcasting and dispatch procedures and rules.

Basic principles and procedures of record keeping.

911 emergency communications rules, regulations, and guidelines.

English usage, spelling, grammar, and punctuation.

Modern office procedures, methods, and computer equipment.

Pertinent federal, state, and local laws, codes, and regulations relating to telecommunications.

**Ability to:**

Perform routine clerical duties.

Plan work schedules, evaluate work performance, and provide input on department planning.

Learn the geography of Seminole County, including road and street locations.

Work under pressure, exercise good judgment and make sound decisions in emergency situations.

Effectively communicate with the illicit information from upset and irate citizens.

Learn the basic procedures used in operating 911 systems.

Learn to operate radio transmitting equipment.

Type accurately at a speed necessary for successful job performance.

Operate a computer terminal, teletype, and other office equipment.

Work various shifts as assigned.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Obtain certification as a basic telecommunicator and an emergency medical dispatcher.

Maintain effective audio-visual perception and discrimination needed for:

- reading and writing
- communicating with others including hearing and speaking clearly
- operating specialized communications equipment
- distinguishing difference between colors.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include:

- working under extreme stress and pressure
- typing at high rates of speed
- sitting for extended periods of time
- operating specialized communications equipment

Effectively handle a work environment and conditions which involve:

- high levels of public contact
- working closely with others
- working in confined spaces
- working under extreme stress and pressure
- irregular working hours.

Maintain mental capacity which permits:

- quickly making sound decisions and using good judgment
- prioritizing emergency and non-emergency situations
- demonstrating intellectual capabilities

### **Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

## **Experience:**

### **Minimum Requirements:** Education, Training, and Certification

- Completion of a High School diploma or G.E.D., plus completion of a minimum of a two-year course of a related trade or vocational education (or equivalent experience). A Bachelor's degree is preferred..
- 2+ years experience in a supervisory or management capacity
- Proven ability to maintain composure and perform effectively in stressful situations, manage conflict effectively, manage frequent interruptions and requests for assistance effectively, and prioritize work efforts using good judgment and discretion.
- Demonstrated ability to collaborate, communicate, and interact with all levels of personnel in a positive, cooperative manner including: county employees, law enforcement, emergency personnel, support personnel, and external agencies. This requirement includes proven strong written and verbal communications skills, as well as demonstrated negotiation techniques.
- Established computer experience with Windows XP and various application software. Experience with Microsoft Office (Word, Excel, Outlook, Power Point) and computer aided dispatch software preferred.
- Experience in providing professional and/or technical instruction and training.

### **Recommended:** Education, Training, and Certification

- Bachelor's Degree in Business Management, Communications, Public Relations, or a related field.

### **Other requirements**

- Must pass a background check
- Hearing-ability to operate multiple radio systems
- Vision-ability to read documents and computer screens
- Voice-ability to speak in a clear and understandable voice
- Ability to be flexible and available for emergency situations
- Ability to work under pressure and maintain a calm and professional demeanor
- Ability to type a minimum of 40 words per minute
- Provide on-call support to ensure adequate coverage is maintained.

## **WORKING CONDITIONS**

### **Environmental Conditions:**

Inside environment; sustained posture and intense attentiveness for prolonged periods. Irregular hours, night shift, weekend, and holiday work is required. Subject to being on-call at various times.

### **Physical Conditions:**

Essential and marginal functions may require maintaining physical condition necessary for light lifting and sitting for prolonged periods of time.