

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

911 Communications Director

Department: Police
Pay Grade: C011
FLSA Status: Exempt
Job Code: P405

JOB SUMMARY

The purpose of this classification is to direct the operations and staff of the 911 Center and to ensure compliance with local, state and federal regulations. This position works closely with Law Enforcement and Fire/EMS Departments and Emergency Management personnel, along with several other city departments, to ensure the highest quality of emergency services are provided to the City.

ESSENTIAL JOB FUNCTIONS

- Performs personnel management functions, e.g., (in conjunction with the Chief of Police) regarding hiring recommendations, discipline, and promotion actions; evaluating employee performance; and counseling employees regarding development.
- Plans long-range goals, objectives, organizational structure and overall direction for the Division.
- Plans and implements short-term and annual goals, projects, programs, objectives and strategies for the Division, to ensure efficient organization and completion of work.
- Monitors, reviews and communicates the implementation phases of the Division's strategic plans to ensure that long-range goals and objectives are met.
- Assists in the development of the annual operating budget for the Department; monitors and administers approved budget.
- Negotiates contracts on communications equipment, computer systems and telephone system in conjunction with City policy and Finance Department.
- Reviews bids from vendors and evaluates them according to specified criteria and current City policy; works with the Finance Department to ensure the most effective equipment is being purchased to operate in the 911 Center.

- Responsible for all Open Records Requests that are directed through the 911 Center in compliance with State and Federal law.
- Ensures that quality standards and compliance with regulations are maintained.
- Responsible for the research, approval and recommendation for the implementation, configuration, maintenance and supervision of the Computer Aided Dispatch (CAD) system and the enhanced 911 system.
- Plans, allocates, and monitors time, people, equipment and other resources for the Division to ensure efficient organization and completion of work.
- Coordinates daily work activities; organizes, prioritizes, and assigns work; monitors work activities and inspects completed work; confers with assigned staff, assists with complex/problem situations, and provides technical expertise.
- Develops, monitors, and maintains plans and programs necessary to deal with all emergency situations within Roswell and coordinates those plans with other departments and/or agencies.
- Responsible for maintaining the safety of the 911 dispatchers, ensure our backup equipment and remote Center are fully functional in the case of evacuation.
- Ensures compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures; ensures adherence to established communications procedures, protocols, and GCIC/NCIC guidelines; initiates any actions necessary to correct deviations.
- Manages and coordinates public safety emergency communication records, training and continuing dispatch education (CDE) program development; provides orientation and training to personnel; organizes and collects personnel-related quality assurance, continuing dispatch education, and training records; works with Police Officer Standards and Training (P.O.S.T.) Council and assigned training officers of police/fire departments in relation to P.O.S.T. and State of Georgia Fire/EMS/EMD standards.
- Coordinates with State of Georgia, P.O.S.T., and other designated oversight medical review entities regarding re-certification processes, including Basic 911, EMD, and overdue or anticipated certifications; coordinates and facilitates emergency medical dispatch (EMD) certification training; coordinates administration of written and practical examinations with State of Georgia and other designated oversight medical review entities.
- Coordinates and facilitates all national, state, and local certification training relating to emergency communications.
- Reviews emergency communications literature to identify pertinent information and relevant new technologies relating to 911 Center operations, quality assurance, and training activities.
- Prepares, writes, implements and enforces policies, procedures, rules and regulations for 911 Center. Assists Fire Department and other agencies in preparation of policies and procedures.
- Maintains 911 address database; enters and maintains premise code information; updates phone numbers and addresses; researches changes and updates to Master Street Address Guide (MSAG) and Geofile, coordinating with Community Development and other agencies.
- Maintains confidentiality of departmental documentation and issues; shreds confidential or obsolete documentation.
- Maintains current knowledge of applicable laws, regulations, policies, and procedures; maintains an awareness of new procedures, trends, and advances in the profession; reads

professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.

- Monitors inventory levels of supplies; ensures availability of adequate materials to conduct work activities; initiates requests for new or replacement items.
- Manages the installation, the operation and repairs/maintenance of all new and existing equipment to ensure functionality on a regular basis.
- Confers with members of upper management to keep them informed on key issues and progress made towards objectives, and to gain their support and approval; makes recommendations to assist management in making needed improvements within the Department.
- Meets with elected or appointed officials, other public safety officials and the public on aspects of the 911 Center's activities.
- Coordinates and oversees all aspects of CALEA Communications Accreditation.
- Works with the Department of Finance to ensure that 911 fees paid by vendors are properly allocated to the 911 budget.
- Prepares, reviews, and approves a variety of reports, records, computer printouts, and worksheets for compliance with policies, procedures and accuracy; conducts presentations before community, business, educational, and civic groups on topics related to 911 and safety education.
- Receives various forms, reports, correspondence, equipment operating manuals, procedures, handbooks, reference materials, manuals, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

Requires a Bachelor's degree in a related field; seven (7) years of experience in 911 communications and supervision; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Licenses or Certifications:

- Must possess and maintain the following certifications: POST Registered or Certified in Communications, and at least one of the following: Communications Supervisor, Communications Center Management Program certification, Registered Public Safety Leader, Emergency Number Professional. Must possess and maintain a valid Georgia driver's license with a satisfactory motor vehicle record (MVR).

Special Requirements:

- None

Knowledge, Skills and Abilities:

- Knowledge of construction, operation, and maintenance of fire hydrants and water main system.
- Knowledge of the geography of the City and the location of streets, principal buildings, streets, and fire hydrants.

- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.
- Ability to read City maps, hydrant maps, and preparing reports and records. Must have skill in using water flow test equipment.
- Ability to determine, calculate, tabulate, or summarize data/information. Includes performing subsequent actions in relation to these computational operations.
- Ability to exchange information for the purpose of clarifying details within well-established policies, procedures and standards.
- Ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of reference and descriptive data and information.
- Ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.
- Ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.
- Ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.