

GENESEE COUNTY

ASSISTANT DIRECTOR OF EMERGENCY COMMUNICATIONS/OPERATIONS

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for; specialized work assisting the development of policies and procedures and the oversight of operating and supervisory functions for the County's E-911 Emergency Services Dispatch Center. The incumbent is responsible for the training, quality assurance, and day-to-day operations of the Genesee County Emergency Services Dispatch Center; serves as a liaison between the Director of Emergency Communications and emergency service provider quality improvement review committees; assists the Director of Emergency Communications with planning, implementing, equipping, budgeting, staffing and communication services operated by the County of Genesee; reports directly to the Director of Emergency Communications, with frequent exercise of independent judgment and does related work, as required.

TYPICAL WORK ACTIVITIES:

Assists with current and long-term planning for the E-911 Emergency Services Dispatch Center including the development, recommendation and implementation of rules, regulations, and standard operating procedures;

Prepares audio, visual, written and verbal reports or records as requested by the Director of Emergency Communications;

Advises the development, purchase, integration and installation of all Public Safety related hardware and software;

Supervises the quality improvement and training program of the County's E-911 Center; Ensures Emergency Services Dispatchers and Senior Emergency Services Dispatchers are properly trained and receive timely quality improvement instruction;

Maintains training, quality improvement, and accreditation records of the County's E-911 Emergency Services Dispatch Center and communications staff;

Assists coordination of existing communication services for police agencies, fire agencies, highway agencies, ambulance services and inter-governmental communications services and makes necessary recommendations;

Meets with representatives of other agencies as functional interface with those of the communications center;

Assists with development of public education programs in schools, civil and community centers, and other media outlets to promote the proper use of the E-911 system;

Supervises communications operational staff including; Emergency Services Dispatchers, Senior Emergency Services Dispatchers, and related personnel to include scheduling, performance evaluation, and corrective counseling.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND/OR PERSONAL CHARACTERISTICS:

Thorough knowledge of modern, computerized emergency telecommunications equipment interfacing methods and practices; good knowledge of the principles and practices of public administration as they relate to organizational planning, purchasing, and budget preparation and control; good knowledge of the geography of the County of Genesee and of emergency services within the County; knowledge of the telecommunications operating methods and the services provided by police, fire, and EMS agencies; knowledge of use of software for computerized dispatching; good ability to plan and coordinate an enhanced 911 Emergency Services Dispatch Center; good ability to plan, assign, supervise and evaluate the work of subordinate personnel; ability to work with all agencies presently operating radio communications equipment for the provision of emergency, police, medical, fire, highway and human services; ability to prepare and maintain accurate records and reports; ability to work with and secure cooperation from government and public safety officials; ability to maintain successful working relationships with administrative personnel in other departments and agencies; ability to prepare clear and concise narrative and verbal reports; good judgment, emotional maturity, initiative and tact.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet to moderately busy.

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MINIMUM QUALIFICATIONS:

EITHER:

OPEN COMPETITIVE:

- A. Possession of a Bachelor's Degree in Criminal Justice, Public Administration, Telecommunications, Emergency Medical Service, Business Administration or a closely related field

OR:

- B. Possession of an Associate's Degree in Criminal Justice, Public Administration, Telecommunications, Emergency Medical Service, Fire Science, Business Administration or a closely related field and two (2) years of full-time, paid experience in Criminal Justice, Public Administration, Telecommunications, Fire Services, Emergency Medical Service, Business Administration, or closely related field, one year of which shall have been in a governmental or public safety agency, and one year of which shall have been in a supervisory capacity

OR:

- C. Possession of a high school diploma or an equivalency diploma recognized by the New York State Department of Education AND any equivalent combination of training and experience as defined by the limits of A and B above.

NOTE: Part-time, paid experience as indicated in A or B above will be considered on a pro-rated basis.

SPECIAL REQUIREMENT FOR APPOINTMENT AND CONTINUED EMPLOYMENT:

Possession of a valid New York State Driver's license at the time of appointment, and maintenance of such license throughout the tenure of employment in the position.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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PROMOTIONAL:

- A. Three (3) years of full-time, permanent, competitive status in the title of Senior Emergency Services Dispatcher within the Genesee County Sheriff's Office

OR:

- B. Eight (8) years of full-time, permanent, competitive status in the title of Emergency Services Dispatcher within the Genesee County Sheriff's Office

NOTE: Candidates must have continued their employment with the Genesee County Sheriff's Office through the period leading to the date of appointment from the Eligible List.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Competitive Class
Adopted 11/20/17
Revised 10/27/23, 4/26/24