

DIRECTOR OF EMERGENCY COMMUNICATIONS

DISTINGUISHING FEATURES OF THE CLASS: This is responsible, specialized work involving the development of policies and procedures, and the oversight of fiscal, operating, and supervisory functions for the County's 911 Emergency Services Dispatch Center. This position is responsible for the efficient and effective service delivery, for resource management, and for design, refinement, and integration of E-911 systems and operating methods. The incumbent serves as a liaison between the emergency service providers and the component municipalities using the County's E-911 system, County's 800 MHz Radio System, and the County's Computer Aided Dispatch/Records Management Systems. This position is responsible ensuring correct address points issued for new building construction and correcting errors in current address points. All related responsibilities for planning, implementing, equipping, budget, staffing and maintaining radio and microwave communication services maintained or supported by the County of Genesee will fall within the responsibility of the Director of Communications. Incumbent reports directly to the Enhanced 911 Operations Board for operational oversight and to the Sheriff for Administration and Budget oversight, with frequent exercise of independent judgment. Does related work, as required.

TYPICAL WORK ACTIVITIES:

Coordinates current and long term planning for the E-911 Center including the development, recommendation and implementation of rules, regulations, and standard operating procedures;

Prepares the annual operating and capital budget requests for the E-911 system, the County's 800 MHz Radio System, and the County's Computer Aided Dispatch/Records Management Systems;

Prepares written and verbal reports as requested by the County Legislature and the Enhanced 911 Operations Board;

Resolves problems that develop between the public users and 911 Emergency Services Dispatch Center operations;

Oversees and administers the development, purchase, integration and installation of all Public Safety related hardware and software

Supervises the maintenance of records pertaining to the operation of the County's 911 Emergency Services Dispatch Center;

Ensures that all Emergency Services Dispatchers are properly trained and evaluates all staff annually;

Evaluates and coordinate existing communication services of police agencies, fire agencies, highway agencies, ambulance services and inter-governmental communications services and make necessary recommendations;

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

Ensures compliance with the Federal Communications Commission rules, regulations and licensing requirements;

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DIRECTOR OF EMERGENCY COMMUNICATIONS

Page 2

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

Supervises all communications staff, including Senior Emergency Services Dispatchers, Emergency Services Dispatchers, Public Safety Systems Manager and related personnel to include performance evaluation, corrective counseling, and discipline

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.

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

Thorough knowledge of modern computerized emergency telecommunications equipment interfacing methods and practices, modern computerized two-way radio equipment, and understanding of Computer Aided Dispatch/Records Management software; 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 Federal Communications Commissions' rules and regulations as they apply to communications within the County of Genesee; 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 communication 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.

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DIRECTOR OF EMERGENCY COMMUNICATIONS

Page 3

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.

MINIMUM QUALIFICATIONS:

EITHER:

- 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 along with two (2) years of experience in Criminal Justice, public administration, telecommunications, fire services, emergency medical service, business administration or a closely related field, one (1) 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) above.

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

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DIRECTOR OF EMERGENCY COMMUNICATIONS

Page 4

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.

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.

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

Pending Classification

Adopted 6/21/05

Competitive

Revised 9/7/07, 4/26/24