



## JOB DESCRIPTION

**Title:** 911 Director

**Department:** Police

**Reports to:** Police Chief

**Pay Grade:** 84

**Date Adopted:** April 29, 2021

**Previous Revision Date:**

**Last Revision Date:**

**Type:** ☒ Full Time

☐ Part Time

**FLSA:** ☒ Exempt ☒ Salary

☐ Non Exempt ☐ Hourly

**Union:** ☐ Yes

☒ No

---

### Job Summary:

Oversee the operation of the emergency service dispatching system for police, fire/rescue, and other emergency services. Ensure that the needs of the public and various public safety agencies are being met.

---

### Essential Functions:

1. Supervise, interview, hire, and train Public Safety Dispatcher employees. Assign and schedule staff duties and responsibilities. Direct, motivate, and evaluate personnel and their work. Handle disciplinary issues and assist with correcting any employee deficiencies. Schedule training to aid in developmental needs of staff.
2. Manage the ongoing administrative functions related to the installation and maintenance of the 911 and public safety communication system; develop, implement, and maintain standard operating policies and procedures to ensure compliance with the requirements of the federal and state regulatory agencies; evaluate current operations and recommend replacement or purchase of new or additional hardware and software, and change or upgrade of existing hardware and software as needed to meet established commitments, objectives, and project needs.
3. Develop and maintain contingency plans to ensure continued operation of 911 communication systems, including the backup 911 Center, in the event of an emergency, including but not limited to, maintaining a backup generator to provide a reliable power source in the event of a general power failure; attend meetings and work with various public safety and emergency planning and response agencies to plan and participate in exercises and other activities to test emergency operations plans, procedures, and equipment.

4. Develop and submit an annual budget request for the Southeast 911 Communication Center operations; monitor department expenditures; assist in the preparation of various financial reports and information as required; review all contracts and payments for goods or services; negotiate contracts for maintenance of equipment and other services as needed; ensure compliance with bidding and purchasing requirements when applicable; monitor contractors to ensure quality and delivery of goods or services as agreed; assist in preparing grant applications and ensuring compliance with grant requirements.
5. Review and approve payrolls, purchase requests for materials, supplies, or services in order to monitor and control budget expenditures; monitor revenue from revenue generating sources.
6. Establish and maintain effective working relationships with elected and appointed officials of the Southeast 911 Communication Center partners, business partners, other governmental agencies, and the public, often in stressful situations.
7. Attend meetings and network with personnel from other departments and agencies to exchange ideas, identify problems, and coordinate efforts to improve 911 communications systems and services.
8. Develop, coordinate, and implement effective educational materials for oral or graphic presentation. Present and develop educational and training programs in an effective manner.
9. Work a flexible schedule to allow interaction with all of the emergency communications shifts.
10. Attend professional development conferences, seminars, and classes.
11. Attend staff meetings and City Council meetings as required.
12. Operate Microsoft Word, Excel, Power Point, Gmail, etc.
13. Operate basic office machines such as copy machine, computer, calculator, fax machine, cash register, etc.
14. Keep confidential information confidential.
15. Serve on City phone bank and provide administrative support as needed during Emergency Operations.
16. Work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available to communicate with subordinates, supervisors, customers, vendors and any other persons or organizations with whom interaction is required to accomplish work and employer goals.

17. Punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.
  18. Perform other work which is consistent with the essential functions of the job.
  19. Perform other duties as assigned.
- 

**Education and Special License(s)/Certifications:**

High School diploma or equivalent required.

Bachelor's Degree or higher, from an accredited four (4) year college or university in Public or Business Administration or a related field or equivalent experience preferred.

Possession of or ability to obtain current FCIC/NCIC certifications within six (6) months from date of hire.

---

**Experience:**

Three (3) years of supervisory experience in public safety communications including knowledge of 911 system architecture, networks, and computer aided dispatch with an emphasis on Public Safety Communications Center concepts, or equivalent experience preferred. (Breaks in service of no more than ninety (90) days shall be considered *de minimus* and shall not be considered in calculating the consecutive years.)

---

**Skills:**

1. Basic math and accounting skills.
2. Excellent oral and written communication skills.
3. Ability to read, write and speak the English language proficiently and communicate clearly and effectively, both orally and in writing.
4. Ability to read maps to determine exact locations for dispatch.
5. Telephone skills.
6. Interpersonal skills.
7. Proficient typing and data entry skills.
8. Good listening skills.
9. Working knowledge of word processing, spreadsheets, databases, email, and calendaring computer software applications.
10. PC computer skills.
11. Basic office machine operation.
12. Reading.
13. Good knowledge of English usage, spelling, grammar, and punctuation.
14. Good knowledge of geography of the City and surrounding communities.
15. Ability to exercise professional telephone etiquette and in-person communications with distressed citizens.
16. Ability to perform multiple tasks simultaneously.
17. Must speak in a clear, well-modulated voice.

18. Ability to exercise good judgment and make sound decisions in stressful situations. Ability to respond rapidly, effectively, and exercise sound judgment in emergency situations and to maintain the emotional composure necessary to organize work and maintain a high level of productivity during periods of stress or high activity.
  19. Ability to understand and follow verbal and written instructions and communicate clearly and concisely both verbally and in writing.
  20. Ability to learn the care and operation of the Communications Division equipment, including but not limited to, input and/or retrieval procedures for the Computer Aided Dispatch system, the NCIC/N.C.I.S. system, the Enhanced 911 system, and the geographical mapping system.
  21. Ability to learn the policies, operating procedures, and methods utilized in the operations of the Communications Division.
  22. Ability to perform duties with a keen sense of accuracy and attention to detail.
- 

**Mental Requirements:**

1. Analytical skills.
  2. Ability to prioritize multiple tasks.
  3. Ability to work independently and as a team.
  4. Ability to learn and understand PC software applications.
  5. Diplomacy and judgment.
  6. Organizational skills.
  7. Ability to work in hectic environment with many interruptions.
  8. Ability to comprehend and protect confidential and sensitive information.
  9. Concentration.
  10. Alpha and numeric recognition.
  11. Ability to access situation and use judgment in responding.
  12. Ability to organize files and retrieve data effectively.
  13. Ability to work under distracting conditions, i.e. phone, interruptions.
  14. Ability to work on several projects at once.
  15. Effective listening skills.
  16. Carry out assignments through oral and written instructions.
  17. Logical reasoning.
  18. Ability to analyze problems and recommend possible solutions.
  19. Ability to train and guide others.
  20. Ability to recognize and protect confidential information.
- 

**Physical Requirements:**

1. Hand/eye coordination adequate to operate computer, calculator, and other office equipment.
2. Ability to place and receive phone calls.
3. Ability to operate two-way radio.
4. Visual stamina and acuity adequate to review alpha/numeric data and to spend long periods looking at computer screen.
5. Ability to sit for extended periods of time.
6. Ability to lift 20 pounds and transport 20 feet.

7. Ability to bend, climb, and stoop.
8. Ability to use hands to handle, feel, or operate objects, tools, or controls and to reach with hands and arms.
9. Vision abilities required include close vision, the ability to adjust focus, and the ability to distinguish colors.

---

**Supervisory Responsibility (Direct and Indirect):**

Direct      Public Safety Dispatcher

Indirect

---

**Disclaimer:**

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed for individuals with this job title. However, this job description is not intended to be an exhaustive list of all qualifications, skills, efforts, duties, responsibilities, or working conditions associated with the position.

---

Approved:



---

Tobias J. Tempelmeyer, City Administrator

4-29-21

Date