

TITLE: Communications Director

E911/1-768

DEPARTMENT: Communications, Fayette County

JOB SUMMARY: This position is responsible for directing the overall operations of the E911 Department.

MAJOR DUTIES:

- o Manages the daily operations of the public safety communications center; oversees the allocation of personnel and resources; receives and evaluates citizen and internal complaints and suggestions.
- o Serves as liaison between the center and service and maintenance agencies; serves as liaison between the center and the public agencies it serves.
- o Manages workflow; conducts performance evaluations; makes decisions regarding the recruitment, selection, and hiring of personnel.
- o Inspects radio equipment; maintains records of equipment installation and maintenance; makes recommendations regarding the purchase of equipment.
- o Secures and maintains permanent records of emergency calls received and dispatched; monitors calls to enforce regulations; responds to Open Records Requests in accordance with O.C.G.A. § 50-18-71; testifies in court; provides information to the public in regards to operating policies and procedures.
- o Plans, develops, and manages operating procedures, program policies, and communications operation implementation by department employees; establishes operating procedures in accordance with national standards; ensures policies are clear, concise and easy to follow; solicits input from various sources, including employees.
- o Addresses citizen and internal complaints and suggestions regarding communication operations.
- o Formulates, implements, and monitors annual maintenance, operating and capital budgets.
- o Performs information to the public about 911 services; conducts presentations before various civic and business organizations; networks with other public safety agencies.
- o Attends schools and seminars to remain informed of legislation changes; attends available training on management theories, fiscal responsibility, leadership, and related skills.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of standard management and supervisory practices.
- o Knowledge of GCIC and NCIC standards and regulations.
- o Knowledge of emergency communication equipment operation, maintenance, and repair.
- o Knowledge of computers and job related software programs.
- o Skill in the development and management of annual budgets.
- o Skill in public and interpersonal relations.
- o Skill in oral and written communication.

SUPERVISORY CONTROLS: The Director of Public Safety assigns work in terms of department goals and objectives. The supervisor reviews work through conferences, reports, and observation of department activities.

GUIDELINES: Guidelines include Federal Communication Commission rules and regulations, Fair Labor and Standards Act requirements, the Georgia Telephone Act, National Crime Information Center/Georgia Crime Information Center rules and regulations, and county and department policies and procedures. These guidelines require judgment, selection, and interpretation in application. This position develops department guidelines.

COMPLEXITY: The work consists of varied management, supervisory, and administrative duties. Frequent technology changes contribute to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to direct the activities of the E911 Department. Success in this position contributes to the efficient response to emergency incidents.

PERSONAL CONTACTS: Contacts are typically with co-workers, law enforcement personnel, firefighters, emergency medical providers, elected and appointed officials, judges, court personnel, vendors, business professionals, and members of the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information; resolve problems; provide services; motivate and influence persons; or justify, defend, negotiate, or settle matters.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table. The employee occasionally lifts light or heavy objects.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position has direct supervision over Assistant Communications Director (1), and Administrative Secretary (1).

SPECIAL CERTIFICATIONS AND LICENSES: Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment. Successful completion of the State of Georgia mandated Basic Communications Officer training within six (6) months of employment. Possession of or ability to readily obtain Peace Officers Standards and Training (POST) Instructor Training Certification.

ADA COMPLIANCE: Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE: The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE: In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- o Knowledge and level of competency commonly associated with completion of baccalaureate degree in a course of study related to the occupational field.
- o Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require five years of related experience.

- o Possession of or ability to readily obtain NCIC/GCIC certification.