

TITLE: Assistant Communications Director

911/2-765

DEPARTMENT: Communications, Fayette County

JOB SUMMARY: This position is responsible for assisting in directing the operations of the 911 Department.

MAJOR DUTIES:

- o Administers the installation, programming, maintenance, and repair of department radio systems.
- o Inspects radio equipment; maintains records of communication equipment installation and maintenance.
- o Oversees the programming of public safety and non-public safety radios, mobile, and portable units.
- o Makes recommendations regarding the purchase of equipment.
- o Addresses citizen and internal complaints and suggestions regarding communication operations.
- o Assists in the development and review of 911 Standard Operating Procedures.
- o Serves along with the Director as a liaison to Industry Partners
- o Completes applications for required FCC radio licenses and ensures licenses are maintained.
- o Oversees the mandatory inventory of all radio equipment.
- o Maintains permanent records of emergency calls received and dispatched; monitors calls to enforce regulations; responds to Open Records requests; testifies in court.
- o Administers the installation, maintenance, and repair of other department equipment.
- o Manages the daily operations of the communications center.
- o Trains, assigns, directs, supervises, evaluates, and disciplines personnel.

- o Attends schools and seminars to remain current on Public Safety Communication trends and developments.
- 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 Communications Director assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

GUIDELINES: Guidelines include Federal Communication Commission rules and regulations, 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.

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

SCOPE AND EFFECT: The purpose of this position is to assist in directing the activities of the 911 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 or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects and uses tools or equipment requiring a high degree of dexterity.

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

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position has direct supervision over Shift Supervisors (3), Communications Training Officer (1) and CAD Manager (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. APCO – EMD, FSC and LEC.

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 specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- o Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with five years experience or service in public safety communications.
- o Possession of or ability to readily obtain GCIC/NCIC certification.