

WALKER COUNTY

WALKER COUNTY PUBLIC SAFETY COMMUNICATION CENTER - DIRECTOR

• **SUMMARY OF POSITION:**

The Director shall oversee the day-to-day operations of the Communications Center. The Director will be responsible to the Executive Board for all matters and areas not related to the Texas Law Enforcement Telecommunications System (TLETS). The Director will be responsible to the Law Enforcement Manager for all matters relating to TLETS.

The duties of the job include physical activities such as sitting, stooping, kneeling, standing, walking, lifting (up to 20 pounds), fingering (working with fingers to pick, pinch, and press), grasping, feeling (using the sense of touch in fingers, hands, or other body parts to sense the position of objects), handling, talking, hearing / listening, seeing / observing, and repetitive motions. Specific vision abilities required by this job include close, distance and peripheral vision; depth perception, and the ability to adjust focus; inside working environment; time pressures; and stressful situations.

• **SOURCE OF SUPERVISION**

Reports to Executive Board

• **RESPONSIBILITIES & DUTIES:**

ESSENTIAL DUTIES, RESPONSIBILITIES, FUNCTIONS & SKILLS:

The duties described below are indicative of what a Public Safety Communications Director is required to perform.

- Assist the Executive Board in establishing the strategic direction of the Center in collaboration of the mission of the Center.
- Develop and implement procedures governing call reception, call processing, call screening, dispatch protocols and TLETS/NLETS operations.
- Develop and implement personnel job duties and expectations.
- Prepare the annual budget and make necessary purchases for the operation of the center according to established purchasing guidelines.
- Make decisions on hiring, termination, training, resource management, personnel, and policy setting; implement schedules to adequately process daily communications responsibilities.
- Identify, research, plan, and implement methods of improving communications services.
- Supervise and evaluate work of subordinate staff, recommending and carrying out commendations and/or disciplinary actions as necessary.
- Establish and maintain a working liaison with the W.C.F.S.C.C. Executive Board, Advisory Board, related emergency service organizations, Gulf Coast Regional 911 personnel, elected officials, staff and the public.
- Ensure that all equipment in the Center is maintained and in proper working order.
- Provide information to the public on a variety of subjects including the status of incidents, staff availability, services provided, referrals, and administrative procedures.
- Complete reports as appropriate for the management of the Center.
- Attend scheduled specialized training courses and conferences.
- Establish training procedures and materials for personnel; ability to instruct and train in methods and procedures.

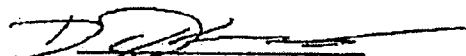
- o Respond to complaints and grievances.
- o Provide leadership and create initiative; plan and establish priorities.
- o Maintain thorough knowledge of Center rules, directives, regulations, memoranda, SOPs, policies, geography, departmental organization, facilities, FCC regulation, E911 procedures, City ordinances, County policies, and the laws related to this position.
- o Define problems and deal with a variety of situations; maintain emotional control under circumstances of extreme stress and exercise mature judgment; exercise independent judgment and make critical decisions.
- o Ability to work under stressful conditions and deal with "life and death" decisions in an immediate, orderly, and effective manner.
- o Calculate basic math equations.
- o Perform all duties of Public Safety Telecommunicator and Communications Specialist.
- o Serves as the custodian of records and processes requests for public information from other agencies, media, and the public
- o Appears in court as needed to certify records for criminal cases or provide other testimony as required
- o Serves as the PIO of the agency
- o Other duties as assigned by the executive board

• **REQUIRED QUALIFICATIONS, ACCEPTABLE EXPERIENCE & TRAINING:**

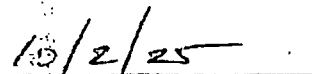
- o To perform this job successfully, an individual must be able to perform each duty satisfactorily.
- o Minimum five (5) years experience in dispatching police, fire, and EMS personnel, and administration of a public safety communications center or related public safety agency. Or a combination of education, experience, and training that would produce the required knowledge and abilities.
- o High School Diploma or equivalent; advanced education in related field - i.e., management, business, public safety communications
- o Must communicate effectively in English, both orally and in writing.
- o TCOLE telecommunicator certification required, Master level preferred
- o EMO certification preferred, or must be acquired within 6 months of being hired
- o ENP Certification preferred


SIGNATURE - REVIEW & COMMENT

I have reviewed this job analysis and its attachments and find it to be a fair description of the demands of this job.

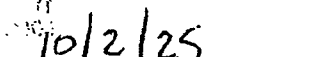

Chairman

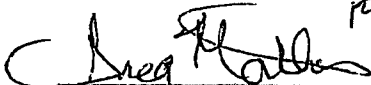

Vice-Chairman


Date


Board Member


Board Member


Date

 10/6/25
Board Member

Board Member

Date

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change by the Executive Board as the needs of the Center and requirements of the job change.