

WALKER COUNTY

WALKER COUNTY PUBLIC SAFETY COMMUNICATION CENTER – ASSISTANT DIRECTOR

• SUMMARY OF POSITION:

The Assistant Director shall oversee the day-to-day operations of the Communications Center in the absence of the Director.

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 Director

• RESPONSIBILITIES & DUTIES:**• ESSENTIAL DUTIES, RESPONSIBILITIES, FUNCTIONS & SKILLS:**

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

- Assist the Director in establishing the strategic direction of the Center in collaboration with the mission of the Center.
- Assist in the implementation of procedures governing call reception, call processing, call screening, dispatch protocols and TLETS/NLETS operations.
- Assist in the development and implementation of personnel job duties and expectations.
- Assist in the preparation of the annual budget and make necessary purchases for the operation of the center according to established purchasing guidelines.
- Assist in making decisions concerning hiring, termination, training, resource management, personnel, and policy setting; assist in implementing schedules to adequately process daily communications responsibilities.
- Assist in the identification and research of methods of improving communications services.
- Supervise and evaluate work of subordinate staff, recommending and carrying out commendations and/or disciplinary actions as necessary.
- Maintain a working liaison with the W.C.P.S.C.C. Executive Board, Advisory Board, related emergency service organizations, H-GAC E911 personnel, elected officials, staff and the public.
- Provide information to the public on a variety of subjects including the status of incidents, staff availability, services provided, referrals, and administrative procedures.
- Attend scheduled specialized training courses and conferences.
- Assist in establishing training procedures and materials for personnel.
- Respond to complaints and grievances.
- Provide leadership to subordinate personnel.
- 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.

- 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.
- Must be able to work under stressful conditions and deal with "life and death" decisions in an immediate, orderly, and effective manner.
- Must be able to perform a variety of tasks, often changing quickly from one task to another without loss of efficiency or composure.
- Must be able to calculate basic math equations.
- Perform all duties of Public Safety Telecommunicator and Communications Specialist.
- Other duties as assigned by the Director..

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

The Director maintains complete discretion of the appointment to this position.

- The following are the minimum requirements:
- Minimum two 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.
- High School Diploma or equivalent; advanced education in related field – i.e., management, business, public safety communications (preferred)
- Must communicate effectively in English, both orally and in writing.
- Must successfully complete a supervisor or management-training course.

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
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.