

Page County - Director of E911 Communication and Emergency Management

Job Description

Summary

This position is responsible for the staffing, supervision, direction, training and administration of the E911 Communications Center and the Emergency Management in Page County. This position will work closely with Law Enforcement, the Fire and Rescue departments and the Emergency Management personnel to ensure the highest quality of emergency services are provided to Page County. This position requires a high level of responsibility, flexibility, attention to detail, the ability to work under pressure with excellent communication skills and the ability to maintain privacy and confidentiality in a 24hr/7day operation.

Duties and Responsibilities

- Project Manager for Page County's new radio system
- Responsible for oversight of staffing, training, supervising, and evaluating of the dispatch personnel for the 24 hr. /7day operation.
- Responsible for maintaining the safety, security and confidentiality of the reports, the records, the building and the grounds surrounding the E911 Communication Center.
- Coordinates the E911 addresses with the County Engineer, the telephone company and the city clerks by maintaining a current "Master Street Address Guide".
- Develops plans and programs necessary to deal with all emergency situations within Page County and coordinates those plans with other counties and/or agencies.
- Prepares and provides information and/or emergency training to the public.
- Initiates and coordinates the activities surrounding and during an actual emergency or local disaster.
- Ensures that all policies and procedures are enforced.
- Identifies and investigates all public complaints and ensures quick and complete resolution.
- Determines and presents budgetary requirements for the departments and operates within the approved budgets.
- Researches, prepares and communicates strategic long term plans for Page County's E911 Communications Center and the Emergency Management program.
- Communicates, consults and advises County personnel and local agencies on data, projects, issues, and/or operations.
- Performs all other duties as assigned

Knowledge, Skills, Abilities and Other Characteristics

- Communicates clearly and maintains an effective working relationship with all levels of the State, the County, the Community and the Public and asks questions or seeks direction from the appropriate sources when needed.
- Can locate resources for local, state and federal grant applications, complete grant applications and administer approved grant funding.
- Has the willingness and flexibility to continually learn new regulations, procedures, equipment and systems and has the ability to train others.
- Has excellent problem-solving skills in stressful emergency situations and can react quickly and accurately to the situation.
- Can work in a supervisory capacity to build a knowledgeable team with a strong work ethic to meet department requirements and deadlines.
- Has or has the ability to obtain and maintain an Emergency Medical Dispatch (EMD), a CPR certificate, and a NCIC certificate.
- Has the technical knowledge of emergency procedures and documentation required by state and federal regulatory agencies.

Managers

This position is directed and evaluated by the Emergency Management Agency Board with a dotted line to the funding authority, the Page County Board of Supervisors. This position also must report regularly to the Page County E911 Board.

Minimum Requirements

- Must possess an Associate's Degree in a related field and a Bachelor's Degree is strongly preferred.
- Must have a minimum of 2-3 yrs. of previous Supervisory experience and possess experience in safety dispatch or a combination of education, training and experience.
- Must possess a valid driver's license at the time of hire and maintain it throughout the course of employment.
- Must reside within a 20-mile radius of the E911 Communication Center.
- United States citizenship.
- The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Physical Requirements

- Work is performed indoors or outdoors and may require some extended periods of sitting, standing, kneeling, bending, crouching, reaching, stooping, twisting and climbing.
- Indoor/outdoor work environments will require, but is not limited to exposure to dirt, dust, noise, poor lighting, dampness/wetness, electrical hazards and other inclement weather.
- Must have the ability to climb in and out of vehicles and operate those vehicles.
- Must have ability to transport oneself to and from various locations around the jurisdiction of Page County
- Must have the ability to lift and carry 10 lbs. frequently and 30 lbs. occasionally.
- Must have the ability to effectively operate and utilize a computer and any other equipment that is used to perform the essential duties and responsibilities of the job.
- Must be able to work longer hours on emergencies or projects as needed.

This job description is not an all-inclusive list of duties and/or skills and is not to be considered a contract of employment.