

## **DIRECTOR OF 911 OPERATIONS**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is a management position responsible for the oversight of operations and the supervision of personnel in the Dutchess County 911 Communications Center. The Director of 911 Operations will develop and submit for approval long and short term plans, goals, and objectives for the division, provide quality assurance on the operations, procedures, and use of resources, recommend and/or implement improvements as needed. Supervisory duties of the 911 Communications Center personnel include all aspects to maintain a 24/7 effective operation. The work is performed under the supervision of a higher level employee with wide latitude allowed for the exercise of independent judgment.

### **TYPICAL WORK ACTIVITIES:**

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Supervises, directs, and evaluates assigned staff in the 911 Communications Center, including implementing staff training, addressing employee concerns and issues, completing performance appraisals, conducting interviews and making hiring recommendations;
2. Develops work schedules to ensure twenty-four hour coverage, authorizes overtime and leave requests when required, and reviews/approves payroll documents;
3. Coordinates daily work activities including organizing, prioritizing, assigning work, monitoring status of work in progress, inspecting completed work, assisting with complex/problem situations, and providing technical expertise;
4. Ensures compliance with all applicable laws, rules, regulations, standards, policies and procedures, and initiates any actions necessary to correct deviations or violations;
5. Consults with the Commissioner, Emergency Response staff, outside public safety agencies, and other officials to review operations/activities in an effort to review/resolve problems, and provide recommendations;
6. Informs appropriate agencies and management personnel of 911 situations, major incidents, and other issues in a timely manner; assumes control of calls and acts as the lead in situations that are of a potentially dangerous nature or major emergencies;
7. Develops and implements operating procedures for communication activities including monitoring radio activity and staff response to ensure proper handling/processing, and providing backup coverage;
8. Assists in developing long and short term plans, goals, and objectives for the department including evaluating efficiency and effectiveness of the 911 Center operations, procedures, and use of resources, and recommends and/or implements improvements as needed;
9. Develops baseline budget for chain of command approval, monitors expenditures to ensure compliance with approved budget, and takes corrective action to variances;
10. Prepares various documentation for audits, statistical reports, grant applications, computer reports, and case summary reports when necessary;
11. Responds and researches questions or complaints related to communications activities and personnel, reports the findings to Commissioner, and initiates problem resolution;
12. Attends workshops and trainings as appropriate and maintains professional affiliations, may require overnight travel;
13. Completes first report of injury forms to document workers compensation injuries and other liability forms as needed;
14. Maintains inventory of equipment and supplies including initiating requests for new/replacement materials, and making recommendations concerning the purchase of new equipment and upgraded software.

**DIRECTOR OF 911 OPERATIONS** (Cont'd)

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of dispatch operations and two-way radio equipment in order to establish policies and procedures,  
Knowledge of leadership practices and principles in order to supervise a large, multi-shift staff;  
Knowledge of the computer equipment and software packages used in the 911 Communications Center in order to monitor the performance of the system;  
Knowledge of communications systems, including the fundamentals of Land Mobile Radio Systems and microwave transmitting and receiving equipment in order to understand system capabilities and recommend system improvements;  
Skill in staying abreast of new technologies, trends and advances in the profession;  
Ability to collect, research and present information regarding usage trends and projections in a written format;  
Ability to recognize appropriate dispatching procedures and to rectify problems;  
Ability to react quickly and calmly in an emergency situation and to direct the response of others;  
Ability to communicate effectively and clearly both orally and in writing;  
Personal characteristics necessary to perform the duties of the position;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- EITHER:        (A)    Graduation from a regionally accredited or NYS registered college or university with a Master's degree in Emergency Management, Public/Business Administration or a related field and three (3) years of paid full time work experience directing personnel in the field of emergency communications, emergency management, fire response, medical response, or disaster response;
- OR:              (B)    Graduation from a regionally accredited or NYS registered college or university with a Bachelor's degree in Emergency Management, Public/Business Administration or related field and four (4) years of paid work experience as described above;
- OR:              (C)    Graduation from a regionally accredited or NYS registered college or university with an Associate's degree in Emergency Management, Public/Business Administration or related field and six (6) years paid work experience as described above;
- OR:              (D)    Graduation from high school or possession of a high school equivalency diploma and eight (8) years of paid full time work experience as described above;
- OR:              (E)    An equivalent combination of training and experience as indicated in (A), (B), (C), and (D) above.

**SPECIAL REQUIREMENT**

Candidates must possess a valid New York State Driver License at time of appointment and to maintain position.