



CLASSIFICATION NO. 348
Established: 9/74
Revised: 10/85, 1/93, 12/07
FLSA: Exempt
EEO: 1

DIRECTOR, COMMUNICATIONS

CLASS CHARACTERISTICS

Under policy direction, to plan, organize, and direct the operation and administration of the Department of Central Communications; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Central Communications is the central dispatch center for multiple public safety agencies within the County. The Center provides 24-hour emergency and non-emergency call taking and dispatch services for law enforcement, fire and emergency medical services through an enhanced 9-1-1 phone system, a computer aided dispatching system, and advanced radio communications system.

The Director, Communications is a single position classification responsible for planning, coordinating, evaluating, and administering all services provided by the center. The Director, Communications reports to the County Administrator and receives policy formulation guidance and budget approval from a service user advisory board.

TYPICAL TASKS

Duties may include, but are not limited to the following:

1. Develops, recommends, and implements new and revised policies, goals, and objectives; responds to service and user agencies' needs related to policy, procedure, and technical issues; develops, negotiates and administers interagency agreements and service delivery contracts; ensures operations are in compliance with Federal, State, and County rules and regulations; and meets conditions of user service agreements.
2. Prepares and administers the annual and supplemental budgets; presents budget proposals to County Administrator and service user board; monitors revenues and expenditures; researches alternative funding sources.
3. Prepares monthly reports for user agencies and the County Administrator providing current budget status, performance measures, staffing and general information.
4. Hires and supervises supervisory, technical, and administrative staff, to provide quality service to citizens and County staff; prepares performance evaluations; recommends and implements disciplinary actions; conducts and/or facilitates staff training and development; provides administrative and technical direction regarding sensitive issues which could subject the County to significant liability.

5. Participates in national, state, regional, and local organizations, task forces, and groups to promote and coordinate public safety communications services; represents the County in drafting, introducing, advocating, and testifying on related legislation; testifies in court as official keeper of the records.
6. Responds to citizen concerns regarding program operations; conducts public awareness and educational programs to disseminate information about E9-1-1 public safety communications; delivers presentations to community and other interested groups.
7. Prepares, oversees, and maintains records regarding division's activities, employees, and projects; oversees and implements communications equipment upgrades and improvements, periodic maintenance inspections, and replacement of faulty equipment to ensure efficient and accurate operations.
8. Participates as a member of the County's Executive Management Team to facilitate effective and quality service delivery in all County programs.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Principles, methods, and techniques of public administration, personnel management, and budget administration; participative management theories; law enforcement, fire, and emergency medical dispatching practices; federal, state, and local statutes, laws, rules, and regulations regarding the licensing and operation of emergency communications and criminal information network; techniques of negotiation and public relations; emergency communications technology and equipment.

Skill to: Plan, organize, and direct the operation of an emergency communications center; communicate effectively, both orally and in writing; prepare and justify budget requests; interpret and apply pertinent federal, state, and local rules and regulations; maintain effective operations under emergency situations; organize, direct, train, evaluate, and discipline supervisory and administrative staff; direct staff in continuous efforts to improve quality, productivity, and effectiveness; incorporate team participation in decision making; respond to changes desired by citizens and County staff; establish and maintain effective working relationships with outside agencies, elected officials, County employees, and the public.

WORKING CONDITIONS

Must be available for 24-hour on-call response to emergency situations.

Must be able to attend frequent meetings away from the center.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of nine (9) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Must successfully pass an extensive background investigation including national fingerprint records check.

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.

Edited: 6/19