

## **Sumner County**

### **Emergency Communications Center**

#### **SUMMARY**

Job Title: Director of Emergency Communications Center  
Reports To: Sumner County Executive and Operational Boards  
Job Type: Full Time  
FSLA Status: Exempt  
Salary Range: Salary Commensurate with Experience  
Location: Gallatin, TN  
Closing Date: Open until filled

#### **POSITION OVERVIEW**

This position is an executive role responsible for the administration and management of a consolidated emergency communication center. General duties include the planning, organizing, directing, and overall supervision of the consolidated dispatch center that services Sumner County, Tennessee and five county municipalities. Responsibilities include law enforcement, fire, emergency medical and emergency management communications services. This position is answerable to the Sumner County Emergency Communications Executive and Operational Boards.

#### **Duties and Responsibilities**

- Will manage the Sumner County Emergency Communication Center in accordance with Board policies, federal, state, and local laws and regulations.
- Keeps the Sumner County Emergency Communications Executive and Operations Boards (“the Boards”) appraised of financial conditions, major developments, and other center matters, as appropriate.
- Works closely with the county 911 Board and director in mapping, addressing and equipment/information technology issues.
- Develop and revise policies, procedures, and work methods to achieve center objectives.
- Performs general oversight of the operations of the center.
- Oversees dispatch center supervisors to ensure dispatching services are being adequately and sufficiently provided, including emergency medical dispatch.
- Work closely with multi-jurisdictional and multi-disciplinary consolidated dispatch board which has authority for operational protocols.
- Supervises staff with responsibility for employment-related decisions or recommendations that include hiring, training, evaluating performance, and disciplining that could include termination.
- Prepares and distributes financial information to the Boards, staff, and other parties, as appropriate.

- Ensures that procedures and industry standards are maintained in call answering programs, and other enhanced services.
- Researches equipment, database, network and technical support services on a regular basis in order to improve the level of services provided.
- Establishes and maintains effective work relationships with the Boards and other agencies to achieve mutual objectives.
- Develops long-range operational and strategic plans to ensure reliable emergency communications in Sumner County.
- Assist with preparing and recommending an annual operational and capital budget to the Executive Board.
- Administers the budget within approved parameters; makes recommendations to the Board of changes or deviations from the approved budget.
- Monitors the performance of vendors, contractors, and consultants.
- Develops, revises, and maintains policy and procedure manuals, as necessary.
- Coordinates and oversees major repairs, maintenance, and replacement of all center equipment.
- Makes presentations to the Boards and to professional and civic groups.
- Attends Sumner County 911 Board meetings, State of Tennessee 911 Board meetings and industry conferences, such as those sponsored by the National Emergency Number Association (NENA), Association of Public Communication Officials (APCO), and state associations.
- Stays abreast of technological and other developments in 911 public safety emergency services.
- This is not intended to be all-inclusive. Other duties as assigned to meet the ongoing needs of the organization.

## **Requirements**

- Bachelor's Degree from an accredited institution, preferably in Management, Business Administration, Public Administration, Human Resources, Organizational Leadership or a closely related field.
- Experience as a Director or Assistant Director of an emergency communication center or similar job responsibilities may be substituted.
- Five (5) years' experience in public safety and/or emergency services with at least five (5) years in a supervisory/managerial capacity with progressive responsibility.
- Familiarity with all aspects of public safety dispatching.
- Must be familiar with PSAP administration, radio and telecommunications systems and computer-aided dispatching systems.
- Must have intermediate to advanced computer skills, including familiarity with Microsoft Office software, and the ability to communicate by e-mail.
- Must be a U.S. citizen or already possess documents to legally work in the United States
- Must possess a valid driver's license.
- Must have current NCIC certification through the Tennessee Bureau of Investigation, or be eligible to become certified upon employment.

- Must pass a criminal background check according to TBI/FBI guidelines.
- Must be able to pass a drug screen, psychological evaluation, and polygraph examination.
- Required to live/relocate to Sumner County and be on call 24 hours per day, 7 days per week for emergencies relating to the 911 center.

### **Other Desired Skills/Abilities**

- Ability to communicate effectively using speaking, hearing, vision, and writing skills.
- Experience in the process of consolidating emergency dispatch operations and/or managing a consolidated emergency communications center.
- Center Management Certification Program recognition.
- Successful implementation and management of emergency medical dispatch program.

### **PERFORMANCE APTITUDES:**

**Data Utilization:** Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

**Human Interaction:** Requires the ability to function in a managerial capacity for a division or organizational unit. Includes the ability to make decisions on procedural and technical levels.

**Mathematical Aptitude:** Requires the ability to perform moderately complex mathematics and accounting functions.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving the direction, control and planning of an entire program or set of programs.

### **PHYSICAL DEMANDS AND SENSORY REQUIREMENT:**

This job requires the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (10-30 pounds).

Other physical demands that may be required are as follows:

1. Climbing

2. Reaching
3. Talking and communicating orally
4. Hearing
5. Seeing; perceiving and discriminating depth and visual cues or signals.

### **ENVIRONMENTAL FACTORS:**

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature extremes, traffic hazards, or bright/dim light.

### **TEMPERAMENT (Personal Traits):**

1. Adaptability to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.
2. Adaptability to accepting responsibility for the direction, control, or planning of an activity.
3. Adaptability to dealing with people.
4. Adaptability to making generalizations, evaluations, or decisions based on sensory or judgmental.

### **CAPACITY AND ABILITY REQUIREMENTS:**

Specific capacities and abilities may be required of an individual in order to learn or perform adequately a task or job duty.

1. Intelligence: The ability to understand instructions and underlying principles. Ability to reason and make judgments.
2. Verbal: Ability to understand meanings of words and the ideas associated with them.
4. Motor Coordination: Ability to coordinate the eyes and hands or finger rapidly and accurately in making precise movements with speed.
5. Manual Dexterity: Ability to move hands and manipulate small objects with the fingers rapidly and accurately.
6. Color Discrimination: Ability to perceive or recognize similarities or differences in colors or in shades or other values of the same color.

### **WORK CONDITIONS:**

Normal working environment. May not always have privacy or quiet place to work.

## **GENERAL REQUIREMENTS:**

**The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be a complete list of responsibilities, duties and skills required of personnel so assigned.**