

CITY OF ROSWELL, GEORGIA
CLASSIFICATION SPECIFICATION

Code:	P405
FLSA:	E
WC:	7720
PG:	514
EEO:	1

CLASSIFICATION TITLE: 911 COMMUNICATIONS DIRECTOR

PURPOSE OF CLASSIFICATION

The purpose of this classification is to direct the operations and staff of the 911 Center and to ensure compliance with local, state and federal regulations.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Performs personnel management functions, e.g., (in conjunction with the Chief of Police) recommends hiring, discipline, and promotion actions; evaluates performance; counsels employees regarding development.

Plans long-range goals, objectives, organizational structure and overall direction for the Division.

Plans and implements short-term and annual goals, projects, programs, objectives and strategies for the Division, to ensure efficient organization and completion of work.

Monitors, reviews and communicates the implementation phases of the Division's strategic plans to ensure that long-range goals and objectives are met.

Assists in the development of the annual operating budget for the Department; monitors and administers approved budget.

Negotiates contracts on communications equipment, computer systems and telephone system in conjunction with City policy and Finance Department.

Reviews bids from vendors and evaluates them according to specified criteria and current City policy; works with the Finance Department to ensure the most effective equipment is being purchased to operate in the 911 Center.

Responsible for all Open Records Requests that are directed through the 911 Center in compliance with State and Federal law.

Ensures that quality standards and compliance with regulations are maintained.

Responsible for the research, approval and recommendation for the implementation, configuration, maintenance and supervision of the Computer Aided Dispatch (CAD) system and the enhanced 911 system.

Plans, allocates, and monitors time, people, equipment and other resources for the Division to ensure efficient organization and completion of work.

Coordinates daily work activities; organizes, prioritizes, and assigns work; monitors work activities and inspects completed work; confers with assigned staff, assists with complex/problem situations, and provides technical expertise.

Ensures compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures; ensures adherence to established communications procedures, protocols, and GCIC/NCIC guidelines; initiates any actions necessary to correct deviations.

Manages and coordinates public safety emergency communication records, training and continuing dispatch education (CDE) program development; provides orientation and training to personnel; organizes and collects personnel-related quality assurance, continuing dispatch education, and training records; works with Police Officer Standards and Training (P.O.S.T.) Council and assigned training officers of police/fire departments in relation to P.O.S.T. and State of Georgia Fire/EMS/EMD standards.

Coordinates with State of Georgia, P.O.S.T., and other designated oversight medical review entities regarding re-certification processes, including Basic 911, EMD, and overdue or anticipated certifications; coordinates and facilitates emergency medical dispatch (EMD) certification training; coordinates administration of written and practical examinations with State of Georgia and other designated oversight medical review entities.

Coordinates and facilitates all national, state, and local certification training relating to emergency communications.

Reviews emergency communications literature to identify pertinent information and relevant new technologies relating to 911 Center operations, quality assurance, and training activities.

Prepares, writes, implements and enforces policies, procedures, rules and regulations for 911 Center. Assists Fire Department and other agencies in preparation of policies and procedures.

Maintains 911 address database; enters and maintains premise code information; updates phone numbers and addresses; researches changes and updates to Master Street Address Guide (MSAG) and Geofile, coordinating with Community Development and other agencies.

Maintains confidentiality of departmental documentation and issues; shreds confidential or obsolete documentation.

Maintains current knowledge of applicable laws, regulations, policies, and procedures; maintains an awareness of new procedures, trends, and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.

Monitors inventory levels of supplies; ensures availability of adequate materials to conduct work activities; initiates requests for new or replacement items.

Confers with members of upper management to keep them informed on key issues and progress made towards objectives, and to gain their support and approval; makes recommendations to assist management in making needed improvements within the Department.

Meets with elected or appointed officials, other public safety officials and the public on aspects of the 911 Center's activities.

Coordinates and oversees all aspects of CALEA Communications Accreditation.

Works with the Department of Finance to ensure that 911 fees paid by vendors are properly allocated to the 911 budget.

Prepares, reviews, and approves a variety of reports, records, computer printouts, and worksheets for compliance with policies, procedures and accuracy; conducts presentations before community, business, educational, and civic groups on topics related to 911 and safety education.

Receives various forms, reports, correspondence, equipment operating manuals, procedures, handbooks, reference materials, manuals, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's degree preferred; six to nine years of experience in 911 communications and supervision; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain the following certifications: POST Registered or Certified in Communications, Communications Training, Emergency Medical Dispatch, GCIC/NCIC Operator, and CPR-First Aid for the State of Georgia.

PERFORMANCE APTITUDES

Specific Knowledge, Skills, or Abilities: Requires thorough knowledge of communications equipment and local, state and federal regulations regarding 911 Center operations. Must be able to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.

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.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Roswell is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.