

**CITY OF ROSWELL, GEORGIA**  
**CLASSIFICATION SPECIFICATION**

<b>Code:</b>	<b>P406</b>
<b>FLSA:</b>	<b>E</b>
<b>WC:</b>	<b>8810</b>
<b>PG:</b>	<b>512</b>
<b>EEO:</b>	<b>1</b>

**CLASSIFICATION TITLE: 911 DEPUTY COMMUNICATIONS DIRECTOR**

External applicants apply on-line only at [www.roswellgov.com/employment](http://www.roswellgov.com/employment)

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**PURPOSE OF CLASSIFICATION**

This position manages, administers and directs the activities, programs and operations of the Roswell 911 Emergency Communications Center. This position researches, develops, implements and oversees the programs, policies, procedures and services at the Center, ensuring the highest service standards to the public and emergency responders. This position manages the 911 Technical Services Unit and is responsible for the effective operation, installation, upgrade and maintenance of all technical systems that are utilized and becomes a critical part of the entire dispatch operation for the Roswell 911 Emergency Communications Center. This position also assists the 911 Communications Director with general Division administration including policy analysis, program evaluation, budget preparation and management of special projects. This position also includes direct supervisory duties over the Roswell 911 staff, including dispatchers, trainers, supervisors, GCIC Coordinator, administrative specialists.

**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.**

Supports the 911 Director in the activities of the 9-1-1 operations, staff and administration.

Plans, organizes and directs the activities of the City of Roswell 911 Communications Center and its telecommunication facilities, programs, equipment and personnel.

Develops, implements, monitors and evaluates the effectiveness of short and long term goals and programs.

Leads and directs the Roswell 911 Supervisory team. Supervises, organizes, disciplines, evaluates and oversees Roswell 911 personnel. Oversees the training and scheduling of personnel; may assist in selection of new employees in conjunction with the Police Departments Office of Professional Standards.

Performs administrative duties such as planning, budget preparation, updating/creating policies and procedures. Oversees the E911 revenue and expenditure; maintains appropriate reports, correspondence and records.

Fosters a service-oriented and cooperative attitude among staff to ensure coordination of efforts, efficient and intelligent use of resources. Conducts staff meetings; promotes staff's recommendation of improvement ideas. Oversees investigation of complaints, questions and inquires.

Responsible for the implementation, configuration, maintenance and supervision of the Computer Aided Dispatch system and the Enhanced 911 system of the City of Roswell 911 Communications Center, including hardware, software, and all associated peripherals.

Responsible for assuring the effective interface of all associated systems for the CAD and 911 system; will serve as the contact for other systems and/or agencies that are, or may be, interfaced with the CAD system.

Responsible for ensuring the integrity and compatibility of databases (911 MSAG and CAD Geo-File) along with developing training and/or operational policies and procedures for personnel who will have access to the system.

Continuously monitors system reports to insure the integrity of the system along with development, maintenance, and upgrades of the system.

Recommends future software upgrades to vendors based on ideas/requests made by the users.

Serves as a central point of contact for all vendors involved with the Computer Aided Dispatch (CAD) and E-911 system.

Serves as liaison for open records request and document release for the center and represents the department when subpoenaed to court for authenticity of records.

Serves as a liaison to coordinate interfaces or resolve problems with interfaces to the CAD system through direct or remote access.

Develops and maintains the CAD geo-file through comparing the database to other available county resources and resolves conflicts/discrepancies to insure the accuracy and integrity of the geo-file.

Ensures the security of the CAD/911 system and its data through the utilization of both password and work station security to limit access to the system.

Reviews the security logs to determine unauthorized attempts to enter the system and/or its programs and reports any unusual/suspicious circumstances to the Communications Director.

Reviews job logs, error logs, and 911 printouts on a regular basis, taking corrective action where necessary, to assure the efficient operations of the CAD system.

Responsible for developing and scheduling backup procedures for the operation system, application software, and databases to ensure protection against loss of records in the event of a hardware failure, or loss of hardware through accident or disaster.

Remains current on dispatch procedures and makes notifications to the application software to facilitate any changes in procedures.

Works with 911 Communications Director to assure that personnel are trained in both the normal and emergency procedures governing the hardware and software operation of the CAD and phone systems.

Works expeditiously to resolve all CAD/911 equipment or hardware/software problems that occur with the system of 911 deliveries.

Develops and/or maintains all hardware and software configurations, programs, queries, and reports.

Serves as a liaison between the 911 Center and the North Fulton Regional Radio System Authority to ensure the proper management and security of the radio system and all aspects of radio communications.

Coordinates with wireless 911 vendors for the deployment of Phase I and II wireless and location identification information and equipment.

Tracks 911 legislation and its impact on our funding and operation and insures that the center stays GEMA and FCC compliant at all times.

Ensures that the Center is in a state of perpetual readiness through regular testing, exercise and maintenance programs.

Responsible for assisting in the overseeing and coordination of 911 Center Accreditation with both CALEA and ACE; including any policy revisions and dispatcher performance standards.

Develops and maintains excellent working relationships with City's Administration staff, personnel, user agencies, the media, other community stakeholders and the public.

Assists in the preparation of the Center's budget and its presentation to City Administration for final approval.

Represents Center's interests with local, state and national 911 technical organizations and association meetings.

Responsible for public relations by overseeing community education and performing public information tasks as need/demand arises.

Responsible for ensuring proper collection of evidentiary recordings of 911 calls, open records requests and testimony in court to authenticate recorded incidents and other matters involving the Center.

Reports to, and works under the general supervision of the 911 Communications Director of the City of Roswell 911 Communications Center.

### **ADDITIONAL FUNCTIONS**

Serves as 911 Communications Director in his or her absence. Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

Bachelor's Degree in Communications, Criminal Justice, Information Technology, Business Administration, Public Administration, Emergency Management, or related field;

Seven (7) years of experience in a 911 Center with three (3) of them providing progressively responsible experience in emergency communications and systems technology including CAD operations, planning, supervision, training and administration. Relevant 911 Center experience should include the responsibility of combined emergency and non-emergency call-receiving, police and fire dispatching, and compliance with applicable local, state and federal laws, regulations and mandates;

Must possess and maintain the following certifications: POST Registered or Certified in Communications, Communications Training Officer, Communications Supervisor, Emergency Medical Dispatch, GCIC/NCIC, and CPR-First Aid for the State of Georgia;

Any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this job.

### **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 supervisory 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.*