



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: Director, Emergency Communications Center	NEW: X	REVISED: _____
(Please check one)		
REPORTS TO: <u>Boone County Commission</u>	FLSA: <u>Exempt</u>	DATE: <u>11/2019</u>
DEPARTMENT: <u>Joint Communications and Emergency Management</u>	JOB CODE: <u>100</u>	

SUMMARY:

Directs and provides leadership, strategic planning, and support of procedures and programs to effectively operate the Boone County 9-1-1 Operations Center, Emergency Operations Center (EOC) and the Emergency Communications Center (ECC). Manages the daily operations within the offices of Joint Communications and Emergency Management (OEM).

Provides leadership, inter-office support, and assists in performance of county-wide mitigation programs. Oversees outreach and planning of community preparedness programs, emergency response and recovery plans, and public and private sector training for disaster preparedness, response, and recovery.

ESSENTIAL FUNCTIONS:

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

Manages the daily operations of the Office of Emergency Management and Joint Communications including development, deployment and monitoring of policies, procedures and guidelines for both offices. Interacts daily with government officials, public and private organizations, emergency service organizations, utilities, media, and the general public to coordinate activities relating to all functions of the ECC.

Directs, supervises, and assigns work to branch managers and all staff. Prepares annual personnel, operations and capital improvement budgets for yearly and on-going projects. Coordinates, develops, and prepares required annual reports.

Maintains compliance with State laws and regulations regarding emergency services, health, and safety issues. Advises and/or approves recommendations on specifications for various communication and other technology to support public safety and the effective operation of the ECC.

Authorizes work schedules, assignments, and plans for daily and crisis staffing and operations of the ECC. Reviews bid packages and recommends awards. Oversees all emergency communication equipment to ensure proper maintenance and operation as it pertains to the ECC. Stays current on 9-1-1 and OEM industry technology trends.

Engages in research, validates information, and coordinates the development of plans, policies, procedures, checklists, and guidelines governing the operation of emergency management. Oversees preparation, coordination, and maintenance of a current, comprehensive county-wide emergency operations plan for preparedness, response, and recovery in the event of emergency or disaster.

Consults and advises the County Commissioners regarding emergencies, disasters, or threats. Establishes, staffs, and operates the EOC, including established warning signals, support services, and other emergency details. Assumes the role and responsibility of the Commander during EOC activations. Assures 24 hours per day/7 days per week availability of OEM to respond to emergency incidents and disasters.

Oversees development and updating of continuity of operations plans, emergency response plans, and training programs for all facilities serviced by the County. Guides and assists agencies, groups, organizations, and others in development of disaster preparedness plans and responses to emergencies. Acts as Boone County's emergency services liaison with federal, state, and local government agencies, police, fire and ambulance, volunteer agencies, industry, schools, day cares, nursing homes, and community organizations.

Develops, coordinates, and/or provides input on all plans in the county to include, but not be limited to, dams, prisons, schools, nursing homes, day care centers, industry, chemical facilities, airports, health care facilities, hospitals, and nuclear reactors. Oversees office relations with surrounding counties, regions, state, and municipalities regarding statutorily governed mutual aid agreements.

Acts as liaison between County and community activities and organizations pertaining to the functions of the ECC. Serves on committees and task forces as required and requested. Is the designated Missouri Uniform Law Enforcement System Terminal Agency Administrator for Joint Communications. Attends meetings and training sessions as required. Prepares required local, state, and federal reports. Performs other job-related duties as required.

Regularly works beyond normal work hours and is on-call as necessary. Occasionally exposed to highly traumatic, stressful situations or events. Works with exposure to noise and disruptions, and above average stress. Travels frequently during all seasons and is exposed to

outdoor elements. Must be able to pay close attention to detail and concentrate on work in all working conditions.

Must be able to sit for long periods throughout the workday, with intermittent periods of standing, walking, bending, twisting, and reaching as necessary to carry out job duties. Must be able to cope with the physical, mental, and emotional stress of the job and maintain emotional stability during stressful situations.

KNOWLEDGE AND SKILL:

1. Must be able to speak and understand the English language in clear manner in order to carry out essential functions of the job.
2. Must possess effective oral and written communication skills.
3. Must possess initiative and problem-solving skills.
4. Must possess a valid MO Driver's License and a willingness to travel as needed.
5. Must have flexibility, personal integrity, and the ability to function independently.
6. Must possess the ability to develop budgets, coordinate expenditures, and perform accounting functions.
7. Must possess the ability to interact effectively with public media and conduct effective public relations programs.
8. Must possess knowledge of Federal and State rules and regulations and the ability to assure compliance with the same.
9. Must possess knowledge of emergency communications equipment, systems, procedures, and practices.
10. Must possess knowledge of emergency management systems, procedures, and practices.
11. Must possess the ability to evaluate, revise, and recommend changes/improvements to standard operating procedures and policies.
12. Must possess the ability to develop and implement effective procedures to meet local needs and to effectively participate in policy planning and implementation.
13. Must possess the ability to act quickly and calmly in emergency situations.
14. Must possess the ability to maintain confidentiality in regard to information and records.
15. Must possess excellent knowledge of County geography.
16. Must possess knowledge of and ability to develop and implement plans to deal with natural disasters and/or emergencies, to plan and carry out programs, to develop local resources, and to coordinate and direct resources during emergencies and disasters.
17. Must possess ability to establish and maintain effective working relationships with governmental agencies, officials, staff, volunteers, and the general public.
18. Must possess the technical knowledge of operating personal computers and other office equipment.
19. Must possess the ability to make independent decisions when circumstances warrant such action.
20. Must possess ability to plan, direct, and supervise work and staff within the department.
21. Must possess the working knowledge of two-way radio communications equipment.

PHYSICAL DEMANDS:

The majority of work is performed in a professional office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen and to correspond via

email; must possess hearing and speech to communicate in person and over the telephone. Ability to operate a motor vehicle. Cognitive ability to understand and convey complex information.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 25 lbs. from below waist to above shoulders and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing 20-35 lbs from below waist to above shoulders and transporting distances up to 50 feet.

WORK ENVIRONMENT:

This job operates in a professional office environment. Professional attire is required. This position routinely uses office equipment such as computers, calculators, multi-line telephones, photocopiers, filing cabinets and fax machines. This position is routinely in contact with the public, other Boone County employees, elected officials and members of other entities.

MINIMUM QUALIFICATIONS:

Bachelor's Degree preferred or equivalent training/experience in emergency management, environmental/life sciences, community planning, public administration, or related field; plus computer training, three to five years working experience in the field of emergency management, and a valid Missouri Driver's License. Certified Emergency Manager ("CEM") certification or ability to obtain such certification within 3-5 years preferred.

Bachelor's Degree in Public Administration, or equivalent training/experience, in Fire or Police Management, Community Planning, or other related field. Computer training and telecommunication skills required. Five (5) years working experience, preferably in emergency communications area and/or with government agency, with at least 2-3 years supervisory management experience necessary.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.