



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: Director, Boone County Joint Communications	NEW: _____	REVISED: X
	(Please check one)	
REPORTS TO: Boone County Commission	FLSA: Exempt	DATE: 07/2023
DEPARTMENT: Joint Communications		JOB CODE: 100

SUMMARY:

Directs and provides leadership, strategic planning, and support of procedures and programs to effectively operate all Boone County 9-1-1 operations. Manages the daily operations within the office of Joint Communications and assists or supports the Office of Emergency Management (OEM) as needed during activations. Provides positive leadership in support of the mission-critical staff including the Emergency Telecommunicators.

Responsible for the ongoing development and implementation of a comprehensive countywide public safety communications strategic plan.

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 Joint Communications including development, deployment and monitoring of policies, procedures, and guidelines. Develops annual budget to include strategic planning for long term projects. Interacts daily with internal and external stakeholders, including government officials, public and private organizations, emergency service organizations, utilities, media, and the general public to coordinate activities relating to the functions of the Emergency Communications Center (ECC).

Directs, supervises, and assigns work to deputy director and management staff, and directs the management of all staff. Oversees all staff recruitment, selection, training, compensation, career development, and corrective action. Prepares annual personnel, operations, and capital improvement budgets for yearly and ongoing projects. Coordinates, develops, and prepares required annual reports.

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 industry technology and management trends.

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

Consults and advises the County Commissioners regarding emergencies, disasters, or threats in regard to Joint Communications infrastructure. Assists Emergency Operations Center (EOC) Commander during activations. Ensures 24 hours per day/7 days per week availability of Joint Communications to handle emergency incidents and disasters.

Oversees office relations with surrounding counties, regions, state, and municipalities by establishing working relationships to support communications effectively and efficiently between agencies.

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. Engages both citizens and first responder agencies through public speaking presentations and educational events. 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 assigned and required.

KNOWLEDGE AND SKILL:

1. Ability to lead, motivate, and mentor staff.
2. Ability to apply critical thinking, problem solving, and collaboration.
3. Ability to analyze situations, identify potential problems, and develop solutions.
4. Ability to utilize independent initiative, discretion, and judgement.
5. Must be able to speak and understand the English language in a clear manner in order to carry out essential functions of the job.
6. Must possess effective oral and written communication skills.
7. Must possess a valid driver's license and be willing to travel as needed.
8. Must have flexibility, personal integrity, and the ability to function independently.
9. Must possess the ability to develop budgets, coordinate expenditures, and perform accounting functions.
10. Must possess the ability to interact effectively with public media and conduct effective public relations programs.

11. Must possess public speaking ability, and the ability to effectively lead and conduct meetings with employees, stakeholders, and the general public.
12. Must possess knowledge of federal and state rules and regulations and the ability to assure compliance with the same.
13. Must possess knowledge of emergency communications equipment, systems, procedures, and practices.
14. Must possess the ability to evaluate, revise, and recommend changes/improvements to standard operating procedures and policies.
15. Must possess the ability to develop and implement effective procedures to meet local needs and to effectively participate in policy planning and implementation.
16. Must possess the ability to act quickly and calmly in emergency situations.
17. Must possess the ability to maintain confidentiality in regard to information and records.
18. Must possess or develop excellent knowledge of County geography.
19. Must possess ability to establish and maintain effective working relationships with governmental agencies, officials, staff, volunteers, and the general public.
20. Must possess the technical knowledge of operating personal computers and other office equipment.
21. Must possess the ability to make independent decisions when circumstances warrant such action.
22. Must possess ability to plan, direct, and supervise work and staff within the department.
23. Must possess the ability to oversee investigation of complaints.
24. Must have the ability to obtain job related certifications as needed or required.

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. Must be able to pay close attention to detail and concentrate on work in all working conditions. Must be able to cope with the physical, mental, and emotional stress of the job and maintain emotional stability during stressful situations.

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. 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. 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 in public administration, business administration, electrical engineering, criminal justice, two-way radio systems, or a related field; five years' experience in public safety communications management or a government agency; five years' personnel management experience; or, any equivalent combination of education, training, and experience that provides the necessary knowledge, skills, and abilities. Must have and maintain a valid driver's license. Applicant must meet minimum qualifications set forth by the FBI and MSHP CJIS Security policy.

NOTE: A background check including a national fingerprint check through law enforcement agencies will be conducted on all successful applicants prior to their being appointed to this position.

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.