

BOONE COUNTY
JOB DESCRIPTION

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| JOB TITLE: <u>Deputy Director</u> | NEW: <u>X</u> | REVISED: |
| REPORTS TO: <u>Director, 911 Joint Communications</u> | FLSA: <u>Exempt</u> | DATE: <u>10/14</u> |
| DEPARTMENT: <u>911 Joint Communications</u> | JOB CODE: <u>101</u> | |

DEFINITIONS:

The Deputy Director supports and assists the 911 Director in the overall administration, management, planning, organizing, and staffing of the department and serves as the 911 Director in his or her absence.

ESSENTIAL FUNCTIONS:

Manages assigned functions to achieve operational goals within budgeted funds and available personnel. Provides effective leadership and direction in the administration of departmental activities. Ensures proper functioning of assigned staff; effective planning and organization of workloads, scheduling and assignments.

Reviews overall operational effectiveness and directs changes in priorities or schedules as needed to assure professionalism, adequacy, accuracy and timeliness of services provided. Under guidance of the 911 Director, provides liaison and coordination of department activities with elected County, City, and District officials, appointed fire and police chiefs and other external agencies to promote continuity of effort, efficiency of function and standardization

Serves as a negotiator and mediator to resolve conflicting demands for service; Recommends and implements improvements in organization and staff management. Develops plans for achieving program objectives and operational goals; drafts or modifies procedures and guidelines as necessary to meet challenges, legal issues and changes.

Develops short and long-range plans with input to the annual future planning process; develops and implements project management system(s) and assigns responsibility.

Supports and assists the 911 Director in preparation and justification of departmental budgets based on staffing, resource requirements and departmental plans, goals and objectives; controls expenditures within authority and assures adherence to approved budget allocations.

Coordinates the testing, confidential screening and selection process of new employees and promotional employees.

Supervises and evaluates assigned staff; reviews subordinate work effectiveness; defines and delegates authority of subordinates; recommends pay step increases, promotions and personnel actions in conformance with personnel policies and procedures; exercises approval of employee leave, overtime, sick leave, scheduling, etc.

Supports and assists in administering personnel rules at the department level and in the formulation and implementation of policy and procedure. Actively participates in, and makes recommendations for, contract negotiations.

Develops and establishes approved work rules and performance standards; initiates or improves and executes disciplinary actions as warranted; investigates and resolves employee grievances or other sensitive personnel matters within approved guidelines; provides for the training and motivation of subordinates to make full use of individual capabilities and to meet changing demands.

Responsible for keeping abreast of related technology, equipment, trends, innovations, etc. Participates in specialized training, conferences and seminars as appropriate and available. Coordinates with IT Supervisor for new equipment recommendations and required maintenance, repair or replacement as needed or appropriate to assure optimum performance.

Under guidance of the Director, manages and coordinates the development, implementation and monitoring of non-technical service agreements and contracts for the department and assists the IT Supervisor with management of technical systems contracts

Analyzes and compares agreements/contracts to determine competitiveness, urgency of need, adequacy and accuracy of language; consults with County Purchasing and others as needed.

Analyzes, recommends and implements policies, procedures, and standards for department-wide application to promote the efficient and effective operation of assigned functions; responsible for the development, review, accuracy, currency, publication and distribution of policy and procedures manuals, SOP's, training manuals and related documents.

Analyzes and recommends improvements to facilities, equipment, project management and operating systems. Conducts periodic evaluations of departmental program effectiveness, researching and recommending alternatives and remedial action as required.

Responsible for the development and maintenance of systems and records that provide for proper evaluation, control and documentation of operations; data collection, research and analysis to justify proposals; and preparation of technical, statistical, analytical, operational and administrative studies or reports as needed or directed.

Coordinates public education engagements and arranges special tours of the Emergency Communications Center. Participates in staff functions and chairs or serves on various internal/external committees and users groups; represents the 911 Director at meetings, or other special interest and community groups as directed.

Oversees the resolution of inquiries, problems, complaints, or emergencies affecting availability or quality of services; responds to the most sensitive or complex inquiries or service complaints with approval of the 911 Director.

Provides local State and Federal courts with necessary testimony when requested in matters of communications, audio/data productions, etc., as necessary. Appears for scheduled work with regular, reliable and punctual attendance. Establishes and maintains cooperative, effective and productive working relationships using tact, patience and courtesy. Effectively plan and organize work and complete tasks within prescribed timeframes. Performs other related duties as needed or assigned.

KNOWLEDGE AND SKILL:

1. Knowledge of principles, practices and techniques involved in the operation of County-wide 911 emergency public safety communications systems, administration and equipment.
2. Knowledge of principles, practices and techniques of public administration.
3. Knowledge of application and interpretation of federal, state and local rules, regulations, codes and ordinances as they relate to area of assignment.
4. Knowledge of management and supervisory principles and practices including program planning, contract administration, budgeting, direction, coordination, evaluation and data processing methods and techniques.
5. Ability to be a self-starter and demonstrate management loyalty.
6. Ability to set work priorities and to train, direct, motivate and evaluate the work of assigned staff.
7. Ability to develop departmental goals and objectives and perform planning and budgeting functions.
8. Ability to apply judgment and discretion in resolving problems and interpreting policies and regulations
9. Ability to organize and oversee work programs, monitor budgets, work schedules, contract administration and progress reviews.
10. Ability to effectively respond to and reconcile competing external elements as they affect the planning and operation of assigned programs.
11. Ability to develop and maintain effective working relationships with other staff and external elements.
12. Ability to communicate effectively, both orally and in writing and make effective presentations of technical, complex, and sometimes controversial information.
13. Ability to establish and maintain accurate records of all activities and operations

MINIMUM QUALIFICATIONS:

Associate's degree in public administration, fire or police management, or related field and five years of progressively responsible professional/administrative work experience related to the duties and responsibilities of this position, including two years of management/supervisory

experience is required; or any equivalent combination of related experience and education which provides the applicant with the desired skills, knowledge and ability required to perform the work. Management experience in the 911 emergency communications or public safety field preferred. Must possess a clear criminal history.

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

APPROVALS:

Department Director: _____ Date: _____
(signature)

HR Director: _____ Date: _____
(signature)