



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: Director, 911/Joint Communications	NEW: X	REVISED: _____
	_____	(Please check one)
REPORTS TO: Commission	FLSA: Exempt	DATE: 07/14
DEPARTMENT: 911/Joint Communications		JOB CODE: 100

DEFINITIONS:

To direct and provide leadership, strategic planning and support in developing, implementing, and evaluating effective procedures and programs to ensure the safety of Boone County residents.

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.)*

Directs overall operation of the Emergency Communications Department including policies, procedures, and guidelines for the department. Directs, supervises, and assigns work to coordinators and all staff. Prepares annual personnel, operations, and capital improvement budget 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 telephone equipment. Authorizes work schedules and assignments and develops plans for crisis staffing and operations of 911 Center. Reviews bid packages and recommends awards. Oversees all emergency communication equipment to ensure proper maintenance and operation as it pertains to the 911 Center.

Acts as liaison between County and community/communication-related activities and organizations pertaining to 911 functions only. Serves on committees and task forces as requested. Attends meetings and training sessions as required. Performs other job related duties as required.

Periodically works beyond normal work hours and works on-call. Occasionally exposed to highly traumatic, stressful situations or events. Works with exposure to noise and disruptions, and above average stress. Must be able to pay close attention to details and concentrate on work.

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 & SKILLS

1. Must be able to speak and understand 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 some knowledge of County geography.
7. Must possess the ability to develop budgets, coordinate expenditures, and perform accounting functions.
8. Must possess the ability to interact effectively with public media and conduct effective public relations programs.
9. Must possess knowledge of Federal and State rules and regulations and the ability to assure compliance with the same.
10. Must possess knowledge of emergency communications equipment, systems, procedures, and practices.
11. Must possess knowledge of and ability to work with Operations Emergency Manager 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 such resources during emergencies and disasters.
12. Must possess ability to establish and maintain effective working relationships with governmental agencies, officials, staff, volunteers, and general public.
13. Must possess knowledge of emergency management systems, procedures, and practices.
14. Must possess the ability to evaluate, revise, and recommend changes/improvements to standard operating procedures.
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.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Public Administration, 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.

APPROVALS:

Department Director: _____ Date: _____

(signature)

HR Director: _____ Date: _____

(signature)