

JOB TITLE: Division Chief, 911 Communications

DEPARTMENT: Public Safety – 911 Communications Division, White County

JOB SUMMARY: This position is responsible for managing the provision of 911 and communications service for White County and its municipalities. This position acts as an Operations Chief reporting to the Public Safety Director.

MAJOR DUTIES:

The following duties are normal for this position. This list may not be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Plans, directs, and coordinates the provision of county-wide 9-1-1 Communication services, and the dispatching of public safety agencies.
- Responds to emergencies requiring additional personnel and/or the activation of the Emergency Operations Center.
- Recruits, hires, and trains personnel, or oversees the activities.
- Supervises the work of department personnel, including evaluating, counseling, and disciplining assigned personnel.
- Participates in the development of communications policies, methods, and procedures. Responsible for the implementation of Standard Operating Guidelines and Procedures for the operation of the Communications Center. Ensures that policies and procedures are followed.
- Assists in development of the annual department budget for the Director of Public Safety; monitors expenditures under the current budget as directed.
- Develops and maintains a communications officer training program for the use in teaching and instructing newly hired and current communications officers. Develops and maintains other department training and related duties as assigned by the Public Safety Director.
- Ensures that all communications officers and other communications personnel maintain training and certification in the communications area by updating schedules, arranging training, monitoring training, and conducting training sessions.
- Investigates complaints or questionable/mishandled calls, reports finding to the Public Safety Director and/or to the department or agency head making the complaint. Makes recommendations for or handles corrective action when appropriate.

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- Reviews daily logs and activity reports to insure adequate staffing. Provides guidance and assistance during peak activity periods. Performs the duties of a communications officer and/or shift supervisor, when necessary.
- Reports to or maintains contact with Communications Center during emergencies or when an emergency is imminent. Ensures Director is kept posted on status of emergency.
- Assists with coordinating maintenance and repair of all communications equipment; makes recommendations for improvements or replacements as necessary; assists with developing specifications, purchase contracts, and maintenance agreements for the purchase and maintenance of communications equipment.
- Responsible for preparation and handling of GCIC/NCIC audits.
- Interacts and communicates with various groups and individuals involved in the operations of the Division, including the City and County law enforcement officers, City and County Fire Personnel, rescue personnel, etc.
- Receives and maintains various types of forms and reports relating to CAD and/or personnel.
- Maintains and updates the Computer Aided Dispatch (CAD) system when necessary.
- Coordinates all backups and updated software releases for CAD.
- Provides public information and education; speaks at schools and answers questions.
- Reviews departmental procedures and operations to ensure compliance with GCIC procedures; coordinates GCIC certification and recertification for all employees.
- Maintains knowledge of Master Street Address Guide (MSAG) addressing database.
- Performs administrative duties as assigned

EDUCATION AND EXPERIENCE REQUIRED

- High School Diploma or G.E.D
- Five (5) previous experience as a communications officer, with experience and training involving public safety dispatching, radio communications, data entry, and personal computer operations.
- Three (3) years' experience as a Communications Supervisor.
- Must obtain P.O.S.T. Certified Instructor certification within one-year of employment.

CERTIFICATIONS REQUIRED

- Must meet all requirements of a Communications Officer and have successfully completed the P.O.S.T. Basic Communications Officer training course.
- GCIC/NCIC Certification
- Terminal Agency Coordinator Certification.
- Current Security and Integrity certificate.
- Instructor's certification is preferable but not required at time of hiring.

KNOWLEDGE AND SKILLS

- Knowledge of P.O.S.T. procedures and GCIC/NCIC regulations.
- Knowledge of geography and road systems, map reading.
- Knowledge of the radio codes used in public safety work.
- Knowledge of dispatching procedures for various agencies.
- Knowledge of centralized public safety emergency communications systems including, but not limited to telephone equipment, radio consoles, mobile radios, computer terminals alarm systems and recording equipment.
- Knowledge of principles and techniques of training as applied to emergency communications techniques and equipment.
- Knowledge of laws, regulations, and ordinances as they apply to the responsibilities of the position
- Ability to make quick and accurate decisions and effectively communicate during crisis situations
- Ability to communicate clearly and effectively, both orally and in writing.
- Ability to maintain effective working relationships with Federal, State, and local agency officials, local and surrounding County Public Safety representatives.
- Skill in operating a computer operations and theory to include computer aided dispatch.

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- Skill in working with subordinates in a management position.
- Skill in dealing with the public, co-workers, management, and personnel from other agencies in a courteous and diplomatic manner.
- Skill in maintaining records and preparing reports.
- Skill in making decisions accurately and rapidly.
- Skill in oral and written communications.

SUPERVISORY CONTROLS: The Public Safety Director assigns work in terms of department goals and objectives. The work is reviewed through conferences, reports, and observation of department activities.

GUIDELINES: Guidelines include federal and state laws, county ordinances, GCIC procedures, department policies and procedures, and equipment manuals. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY: The work consists of related administrative and technical dispatching duties. The work requires the development and coordination of training schedules with 911 personnel. When working as a dispatcher, the high volume and variety of emergency calls and the need to respond quickly and calmly to emergency situations, contributes to the complexity of the work.

SCOPE AND EFFECT: The purpose of this position is to direct the operations of the 9-1-1 Communications Center. Successful performance helps ensure the protection of community lives and property.

PERSONAL CONTACTS: Contacts are typically with co-workers, representatives of other public safety agencies, representatives of service and support agencies, business representatives, and the public.

PURPOSE OF CONTACTS: Contacts are typically to give and exchange information, resolve problems, provide services, motivate personnel, and justify or settle matters.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or console, with intermittent standing and walking. The employee occasionally lifts light objects and uses equipment requiring a high degree of dexterity.

WORK ENVIRONMENT: The work is typically performed in the dispatch center.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position has direct supervision over 911 Command & Training Staff, full and part time communication officers.

MINIMUM QUALIFICATIONS:

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department to direct and coordinate work within the division/department, usually interpreted to require five to ten years of related experience.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.
- Ability to meet current requirements set forth by the Georgia Police Officers Standards and Training Act, including but not limited to the Georgia Communications Officer Certification.
- Ability to obtain the Georgia Basic Certified Emergency Manager designation and the Georgia Certified 911 Director designation within 18 months of employment.