Position Available – Internal/External Posting

**Job Title: 911 Director**

**Classification:** Full-Time/Full Benefits
Non union

**Department:** Dispatch

**Hourly Wage:** To be determined by the Board of Commissioners

**Qualifications:**
- Preferred Bachelor’s degree in communications, criminal justice, fire science, or related field, plus a minimum of five years relevant work experience; or any equivalent combination of education, training and experience required
- Various technical 9-1-1 licensures and/or certifications are required
- Ability to operate office machines and equipment
- Ability to operate and utilize specialized department equipment, tools, and materials including base radios, recording equipment, dispatch consoles and others
- Ability to exert physical effort in sedentary to light work which may involve some routine lifting, carrying, pushing, and pulling; ability to crouch and crawl; tasks require visual perception and discrimination
- Ability to manage and direct a group of workers; ability to supervise, counsel and mediate; ability to train others; ability to advise and interpret policies and procedures; ability to explain
- Ability to perform mathematical operations
- Ability to comprehend and correctly use a variety of information documents including radio traffic calls/logs, dispatch schedules, payrolls records, training materials, and other report and records
- Ability to accurately record and deliver information, meet deadlines, and maintain confidentiality of restricted information
- Ability to communicate effectively with dispatchers, law enforcement personnel, fire personnel, emergency medical personnel, city/county residents, 911 Advisory Board, Commissioners, and the general public verbally and in writing; ability to speak with and before others with poise, voice control, and confidence using correct English

**Supervision:** 911 Advisory Committee, County Administrator, Board of Commissioners

**Application Due:** Application, Resume and Cover letter due by 12:00 p.m. on Friday, October 6, 2017, County Administrator’s Office, Historic Courthouse, 437 E. Division St., Cadillac.

*Previous Applicants Do Not Need To Reapply*

*Posted: September 27, 2017*
WEXFORD COUNTY POSITION DESCRIPTION

Position: 911 Director

Approved: August 2, 2017

Department: 911 Central Dispatch Center

Reports To: Wexford County Board of Commissioners

Purpose of Position

Under the general direction of the County Administrator and/or Board of Commissioners and the Wexford County Central Dispatch Advisory Committee (CDAC), the 9-1-1 Director serves as the executive responsible for the development, management, and administration necessary to support and meet the mission and objectives of a computer-aided countywide dispatch center by providing law enforcement, fire, emergency medical, and rescue dispatch and communication services. Additionally, this position maintains an accurate 9-1-1 database for countywide rural addressing system.

Essential Duties and Responsibilities

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

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, counseling, disciplining, and completing employee performance appraisals; provides directions, advice, and technical expertise.

Coordinates department work activities; organizes and prioritizes department workload; reviews work assignments; monitors status of work in progress; inspects completed work; troubleshoots problem situations.

Ensures departmental compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures; initiates any actions necessary to correct deviations or violations.

Ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees and other individuals.

Administers and manages the Central Dispatch Center.

Serves as communication advisor for County; serves as liaison between users and CDAC; serves as Area Warning Officer; serves as task and functional communications coordinator as designated in the County Emergency Operations Plan (EOP).

Keeps CDAC informed and updates as to needs of system users, dispatch and communication service goals, objectives, and long range planning.

Serves as primary coordinator, controller, and director of the countywide 9-1-1 emergency communications system including the development and delivery of public education programs.
Ensures all new addresses are properly changed in the Ameritech and SCC database records; coordinates rural addressing to countywide system for new construction and moves.

Oversees the 9-1-1 addressing system for proper installation, maintenance, and database entry.

Advises regarding communications equipment specifications, purchases, and maintenance; provides input and advice regarding licenses and permits.

Provides expanded or special communication facilities and capabilities as may be required during actual or imminent incidents, emergencies, or disasters.

Performs other related essential duties as required.

**Minimum Training and Experience Required to Perform Essential Duties and Responsibilities**

**Requirements**

Preferred Bachelor’s degree in communications, criminal justice, fire science, or related field plus a minimum of five years relevant work experience; or any equivalent combination of education, training and experience which provides the necessary knowledge, skills and abilities.

**Special Requirements**

Various technical 9-1-1 licensures and/or certifications are required.

**Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

**Physical Requirements**

Ability to operate a variety of automated office machines including typewriter, calculator, copier, telephone system, fax machine, etc.; ability to coordinate hands and eyes in using automated office equipment; ability to operate a computer utilizing word processing, spreadsheet, database, Internet, and other software applications.

Ability to operate and utilize specialized department equipment, tools, and materials including base radios, recording equipment, dispatch consoles, and others.

Ability to exert physical effort in sedentary to light work which may involve some routine lifting, carrying, pushing, and pulling; ability to stoop, kneel, crouch, and crawl; tasks require visual perception and discrimination.

**Supervisory Responsibilities**

Ability to assign, review, plan and coordinate the work of employees.

Ability to evaluate employee job performance.

Ability to provide instruction and training and to respond to employee problems.

Ability to recommend the discipline or discharge of an employee.

Ability to recommend the selection, promotion, or transfer of an employee.
Mathematical Ability

Ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio, and proportion.

Language Ability and Interpersonal Communication

Ability to comprehend and correctly use a variety of informational documents including radio traffic calls/logs, dispatch schedules, payroll records, training materials, and other reports and records.

Ability to comprehend a variety of reference books and manuals including equipment manuals/handbooks, databases, maps, policy and procedure manuals.

Ability to prepare schedules, logs, equipment maintenance records, memorandum, correspondence, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.

Ability to accurately record and deliver information, meet deadlines, and maintain confidentiality of restricted information.

Ability to make independent judgments, use common sense, and exercise sound professional judgment in all daily activities; ability to utilize the principles of influence and rational systems in the performance of tasks.

Ability to learn and understand engineering, legal, accounting, electrical and human resources terminology, language, principles, and techniques; ability to expound on knowledge of topics related to primary occupation.

Ability to work under moderately stressful conditions, to respond immediately to crisis situations, and to balance priorities within and between offices/departments.

Ability to obtain proper and correct knowledge on various issues and be knowledgeable of resources available; ability to prioritize and manage pressures of multiple demands; must possess skills in problem identification and personal interaction.

Ability to maintain personal composure and tactfully handle difficult situations and interpret questions correctly; ability to behave in a professional manner.

Ability to manage and direct a group of workers; ability to supervise, counsel and mediate; ability to persuade, convince, influence and train others; ability to advise and interpret on the application of policies, procedures and standards to specific situations; ability to explain, demonstrate and clarify to others within well-established policies, procedures and standards.

Ability to communicate effectively with dispatchers, law enforcement personnel, fire personnel, emergency medical persons, city/county residents, CDAC, Commissioners, and the general public verbally and in writing; ability to speak with and before others with poise, voice control, and confidence using correct English and well-modulated voice such as in public speaking situations.

Environmental Adaptability

Ability to work effectively in an office environment.

Essential functions are regularly performed without exposure to adverse environmental conditions.
Fair Labor Standards Act Status

This position is exempt from the overtime provisions of the Fair Labor Standards Act.

Wexford County is an Equal Opportunity Employer. In compliance with the Americans With Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.