



## County Administrator's Office

340 South Sixth Street, Wytheville VA 24382-2598

Telephone (276) 223-4500

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**Position:** Director of Emergency Communications

**Department:** Emergency Services

**Reports To:** Assistant County Administrator

**Location:** Wythe County Administration Building

**FLSA Status:** Exempt

**Full-time/Part-time:** Full-time

**Seasonal:** No

**Posted Until:** Date or Until Filled

### Summary

Performs difficult skilled technical work supervising and coordinating the activities of the Emergency Communications Center and staff, maintenance and repair, preparing and maintaining files and records, preparing reports, and related work as apparent or assigned. Work is performed under the general direction of the County Administrator, reporting directly to the Assistant County Administrator. Departmental supervision is exercised over all personnel within the department.

### Work Schedule

- Monday – Friday 8:00a.m – 5:00p.m.
- Occasional on-call and call-outs as necessary
- Occasional dispatch shifts required, either as fill-in or full shift (6a-6p or 6p-6a)

### Essential Functions

- Plans, organizes, directs, and evaluates the operation of the Emergency Communications Center.
- Oversee implementation of county policies and coordinate activities with the administration.
- Continually maintain, manage, update and direct implementation of Standard Operating Procedures in line with industry standards and needs of county departments.
- Assists in the recruitment and selection of personnel; assigns and inspects the work of subordinates; prepares monthly staffing schedules; approves timesheets; approves leave requests; coaches and counsels' employees; evaluates the performance of assigned personnel; reviews & makes determination on recommendations for rewards, transfers, discipline, promotions, suspensions and terminations.
- Project management, implementation & oversight.

- Supervise and communicate with Deputy Director and Shift Coordinator. Lead staff meetings and trainings as appropriate.
- Delegate tasks to staff through deputy director and shift coordinator.
- Develop budget, manage expenditures, develop capital projects and provide general financial oversight to the department.
- Ensure compliance with Human Resources and Finance policies.
- Complete ongoing and annual evaluations of deputy director and shift coordinator.
- Maintain state & federal certifications required of the position, and ensure the Center and all staff maintain required certifications.
- Manage Computer Assisted Dispatch system, users, permissions and updates.
- Coordinate regular meetings and activities of the Consolidated Dispatch Board.
- Represent the Center on the LEPC.
- Represent the Center and County at RPAC (regional 911 centers).
- Coordinate mapping activities and changes with GIS staff. Assists the GIS Mapping Coordinator with 9-1-1 addressing; notifies residents of address or road name changes.
- Bland-Twin-Wythe Committee Member.
- Coordinate with outside 911 centers and agencies on training, cooperation and best practices.
- Grant Identification, Application & Usage.
- Virginia State Police interface.
- Coordinates radio communication and operation with the Emergency Manager or such staff as may be assigned.
- Creates and generates reports; oversees the preparation and maintenance of various records and reports; maintains files and records; issues report to participating agencies and state oversight boards.
- Ensures compliance with all local, State, and Federal policies, procedures, and security regulations.
- Maintains and monitors phone and radio recorders; makes copies of phone and radio recordings for court, law enforcement and citizen requests made under the Virginia Freedom of Information Act.
- Investigates complaints and errors by dispatchers.
- Maintains training records to ensure that staff maintains required State certifications; schedules training for assigned personnel.
- Attends meetings, training sessions and fills in for employees as needed.
- Manages the County's citizen notification system.
- Reviews and submits invoices for payment.

### **Knowledge, Skills, and Abilities**

- Comprehensive knowledge of the methods and procedures of operating the communications system.
- Comprehensive knowledge of the Federal and State regulations governing transmission by radio and teletype.
- Comprehensive knowledge of 911 systems and related computer equipment.
- Thorough knowledge of the geography of the County and surrounding area.

- Thorough knowledge of sheriff, police, fire and EMS procedures.
- Thorough knowledge in preparing reports and other types of correspondence.
- Thorough knowledge of and in the use of standard office equipment and associated software (e.g. Computer Aided Dispatch, VCIN, etc.).
- Ability to plan and supervise the work of others.
- Ability to direct the design, installation and maintenance of communications equipment.
- Ability to make arithmetic computations.
- Ability to compute rates, ratios and percentages; ability to speak distinctly
- Ability to deal courteously with the public under stressful conditions.
- Ability to establish and maintain effective working relationships with County officials, associates, outside agencies and the general public.

### **Education**

- Bachelor's degree with coursework in criminal justice, emergency management, or related field
- moderate experience in telecommunications and communication center operations and supervisory experience  
or
- Equivalent combination of education and experience.

### **Special Requirements and Job Development**

- Employee must possess an acceptable and safe driving record.
- Possess a valid Virginia driver's license
- Hold or obtain VCIN Operator's certification within 30 days of employment.
- Hold certification from Basic Dispatcher School.

### **Physical Requirements**

- Position requires significant physical exertion, with risks and hazards associated with disaster and emergency response.
- Ability to lift, carry and drag a variety of weights.
- Ability to see, hear, speak, taste, feel and touch to discern hazards, interpret symbols and instructions
- Communicate with the public and first responders.

*This job description is not intended to be all –inclusive. An employee will also perform other reasonably related job responsibilities as assigned by the supervisor or County Administrator. Wythe County Administration reserves the right to revise or change job duties as the need arises. The job description does not constitute a written or implied contract of employment.*

*As an Equal Opportunity Employer, we are dedicated to nondiscrimination in recruitment, selection, hiring, pay, promotion, retention or other personnel action affecting employees or candidates for employment. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex/sexual orientation/gender/identity, national origin, disability, marital status, age, political affiliation, or protected veteran status.*