

**CALHOUN COUNTY
JOB DESCRIPTION**

TITLE:	Director of Emergency Communication Division		
DEPARTMENT:	Emergency Communication Division		
REPORTS TO:	Dispatch Advisory Board		
FLSA STATUS:	Exempt		
BENCHMARK JOB ANALYSIS:	Calhoun County Emergency Communication Division / Public Safety	EFFECTIVE DATE:	February 2024

POSITION SUMMARY:

Responsible for providing management and leadership for emergency and non-emergency communication services between the public, departmental and all first responder agencies.

ESSENTIAL FUNCTIONS:

- Selects, supervises, and evaluates assigned staff
 - Establishes work rules, schedules, performance standards, annual performance evaluations, and initiates and implements disciplinary actions
 - Provides for the training and motivation of subordinates in order to make full use of individual capabilities and to meet changing system demands
- Identifies, directs, develops and provides oversight and guidance for the operations, programs, activities, and organizational strategies for the emergency (9-1-1) and non-emergency communication services by identifying and researching issues for county projects to achieve departmental goals, objectives and strategic vision
 - Provides strategic planning, coordinating, administering, and evaluating communication and emergency functions, programs, processes, systems, and services; creating recommendations to county and the county mitigation plan and establishes objectives in line with county goals, developing action plans, measuring, and analyzing results
 - Develops and oversees the adherence with policies, procedures and standards; evaluates operational effectiveness and directs the implementation of process improvements and the optimization of resources
 - Analyze operations to evaluate performance of department in meeting objectives and determine areas of potential cost reduction, program improvement, and policy change
 - Ensures incoming call information is being obtained, being prioritized and appropriate action is being determined for processing, including relaying and dispatching safety response unit (police, fire and EMS)
- Manages operations of department to achieve goals within budgeted funds and available personnel ensuring operational readiness
 - Organizes workloads and staff assignments for operational compliance with applicable regulations, law, standards and organizational policy
 - Oversees progress, directs changes in priorities and schedules to ensure work is performed per appropriate guidelines, procedures, and legal regulations
 - Monitors and prepares daily, monthly and annual reports for various agencies
 - Develops short and long term goals, objectives and strategic plans
 - Monitors county video security systems
 - Maintains a working knowledge of all telecommunications operations and procedures and instructs communications section personnel
- Directs, administers, monitors, and prepares departments budgets

- Plans for departmental growth and development by directing the acquisition of resources and ensuring budgetary compliance
- Reviews trends, data analysis and budget requests; provides county wide forecasting and resource estimates
- Monitors and approved expenditures by reviewing financial statements and evaluating outsourcing of tasks traditionally performed with in-house staff and provide recommendations
- Reviews equipment needs and purchases equipment through bidding process
- Prepares the annual budget
- Ensures the execution of the adopted budget to be consistent with county policy
- Ensures an effective reporting system to keep the Advisory Board informed on the operations of department
- Accesses and operate multiple computer systems including:
 - Local and state database systems to verify information
 - Systems to locate existing or prior warrants, protective or other orders and officer safety information
 - Texas Law Enforcement Telecommunications System (TLETS/OMNIXX) system, including, but not limited to, persons, vehicles, drivers, guns, articles and Computerized Criminal Histories files to query, enter, modify, clear and cancel data
 - Assists with the County's Public Safety and Justice Information software systems
 - Assists in the development of system maintenance back-ups and disaster recovery procedures
- Receives requests by radio, phone, electronic format or fax from law enforcement, fire medical personnel, and other public safety agencies to, access, enter, retrieve and disseminate records, motor vehicle records, stolen property, wanted persons and criminal history files utilizing local, state and national database systems
- Prepares written reports, procedures, policies and other professional documents for operations
 - Compiles and maintains statistical information related to the section and its activities
 - Maintains ongoing research and development into Public Safety Dispatch operations, equipment, and procedures to ensure efficient Dispatch operations
- Develops, gathers data, recommends, and implements policies and procedures in accordance with Federal, State, and City and County laws, regulations, codes and standards
 - Develops and monitors policies, ordinances, processes, and procedures to ensure county wide compliance with oversight requirements and management mandates
 - Monitors and analyzes state and federal legislation and regulatory rulemaking to identify potential issues and prepare related correspondence to protect the County's interest
 - Prepares written reports, procedures, policies and other professional documents for operations
 - Compiles and maintains statistical information related to the section and its activities
- Serves as a representative of the county and the Dispatch Advisory Committee with internal departments, external service providers, and with the community
 - Acts as a resource and liaison to county departments
 - Provides technical and functional consultation by preparing and delivering presentations to Committee Court, City Council, Boards, Commissions, and other various agencies and organizations
 - Serve as county representative to external contacts such as consultants, citizens' advisory committees, public forums, local, state, and federal governmental agencies and industry conferences
 - Provides exemplary customer service to all individuals by demonstrating a willingness to be attentive, understanding, responsive, fair, courteous and respectful and to actively participate in maintaining positive customer service environment
- Performs other duties as assigned

KNOWLEDGE OF:

- Applicable Federal, State and local laws, codes, regulations and ordinances governing law enforcement
- Advanced principles of supervision, training, and performance evaluations
- Current methods and techniques of management and personnel management and supervision
- Equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions
- Public Safety operations and Public Safety communications techniques and requirements
- Transmission, broadcasting, switching, control, and operation of telecommunications systems
- Forecasting and planning principles applying business and management principles involved in strategic planning, fiscal administration, operations analysis and public sector budgeting, resource allocation, leadership techniques, and coordination of people and resources
- Financial management and budget principles and practices utilized in analysis and reporting of financial data, internal control methods, and problem-solving techniques
- Policy, procedures and program development practices and implementation
- Customer service principles and interpersonal skills to sufficiently exchange or convey information and practice problem-solving techniques
- Standard office and communications equipment including computers and applicable software applications such as word processing, spreadsheets, databases and specialized software

SKILL IN:

- Managing and evaluating staff based on operations and directing process improvement implementation for employees; providing technical guidance, direction and monitoring work completion; identifying and implementing solutions
- Using logic and reason to identify the strengths and weaknesses of alternative solutions, conclusions and approaches to problems
- Ensuring operational and procedural compliance by interpreting and applying applicable laws, codes, regulations and standards
- Analyzing, interpreting, and applying Texas Governmental policies, procedures, and regulations and federal, state, and local laws and regulations pertaining to municipal government
- Developing and directing department policies and procedures in response to legislative changes or business process improvement while maintaining service quality standards
- Developing long term and short term goals and objects and then providing oversight and guidance to achieve those goals and objectives
- Identifying complex problems and reviewing related information to develop and evaluate plans, controls, and strategies and implement solutions
- Ensuring budgetary compliance by developing and overseeing budget and resource allocations
- Preparing forecasts and estimates, monitoring and approving expenditures, contracts, and proposals
- Overseeing and adhering to safe work practices and inspections of assigned areas, equipment, and monitoring the maintenance of equipment and supplies inventory
- Sound judgment and reacting calmly under emergency conditions, establishing plans, controls and strategies for largescale operation of police equipment and personnel
- Leading, supervising, monitoring, and training staff and prioritizing, coordinating and assigning work activities
- Reading, comprehending, and writing policies, procedures, and directives
- Planning, organizing, and directing multiple facets of diverse operational equipment
- Reading plans, diagrams, and technical schematics for a variety of communications, telephone, computer, and communications related equipment

- Preparing reports and present facts clearly and concisely, orally and in writing; maximize use of resources through staffing, equipment allocation, and overall organizational structure
- Operating a personal computer utilizing a variety of standard and specialized software and equipment, web browsers, query tools and other communication related equipment
- Empathizing, valuing, and dealing successfully with the special capabilities, distinctive cultural histories, and unique needs of people of various socio-economic, ethnic, and cultural backgrounds.
- Maintaining the highest standards of ethical behavior, exercising honesty and integrity, respect, confidentiality, and fairness in the execution of their official responsibilities
- Utilizing clear communication and interpersonal skills to respond with tact, composure, and courtesy when dealing with difficult situations, establish and maintain effective relationships with co-workers, employees, government officials and departments, community partners and resources, and the public
- Self-discipline, dependable, and ability to work independently, provide project management, manage multiple projects while maintaining attention to detail, and prioritizing multiple tasks and demands to accomplish outcomes
- Working effectively under stress for sustained periods of time and remain calm when dealing with upset, confused, hostile, or frustrated individuals
- Working the allocated hours of the position, and be willing to report for duty on short notice at any hour of the day or night

WORKING ENVIRONMENT:

- Sedentary Work: Exerting up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
- Shift work demonstrating the ability to work the allocated hours of the position, and report for duty on short notice at any hour of the day or night
- Position is considered "Essential Personnel," which requires being on duty to respond during emergency situations for pre- and post-event activities including, but not limited to, natural and man-made disasters.

REQUIRED QUALIFICATIONS:

- Bachelor's degree in Business Administration, Public Administration, Social Science, Communications, Criminal Justice, General Studies or a closely related field
- Four (4) years of paid, full-time experience in Public Safety Communications with a Bachelor Degree or a closely related field

OR

- Eight (8) years of paid, full-time experience as a Public Safety Specialist or 9-1-1 communication specialist in an emergency communication environment without a Bachelor Degree may be substituted for the education requirement
- Experience or training in personal computer use with Microsoft Office software

PREFERRED:

- Bachelor Degree
- Three (3) years of supervisory experience in Public Safety Communications or a closely related field preferred

LICENSES, CERTIFICATES, AND OTHER REQUIREMENTS:

- Valid Driver’s License
 - Reliable transportation and liability insurance
- Appointment will be conditional upon successful completion of the following pre-employment checks:
 - Criminal background check
 - Controlled substance screening
 - Criminal Justice Information Systems (CJIS) fingerprint-based background check and maintain CJIS eligibility throughout term of employment
 - Criminal background check based upon TCOLE Requirements
 - No Felony Convictions, Felony Deferred Adjudication, Class A & B Misdemeanor Deferred Adjudication, Class B Misdemeanor Convictions, Open Arrest for Any Criminal Offense (Felony or Misdemeanor), and Family Violence Convictions, been on community service, probation or deferred adjudication for a Class B misdemeanor in this state, other state, or while serving in the military
 - Psychological examination
- Texas Crime Information Center/National Information Center Full Access Certification
- Masters Telecommunicator Certification from the Texas Commission on Law Enforcement (TCOLE)

DESIRED QUALIFICATIONS:

- Ability to fluently speak Spanish, sign language, or other foreign language as a secondary language

APPROVALS:

Employee

Date

Supervisor

Date

Department Head

Date

Director of Human Resources

Date

EMPLOYEE REVIEW:

I have read the above, and understand that it is intended to describe the general content of and requirements for performing this job. It is not an exhaustive statement of duties, responsibilities or requirements and does not constitute an employment agreement with the County. I have been given a copy of this description.

Incumbent’s Signature

Date