

911 DIVISION DIRECTOR

Job Code	Pay Grade
10860	SM3b

Nature of Work

This is responsible management, administrative, supervisory and technical work, coordinating and overseeing the operations of a centralized 911 Primary Answering Point, and coordinating 911 processes and procedures for the entire county. An employee in this classification is responsible for the technical and operational readiness of the Emergency Communications Center. This includes conducting management studies to determine proper staffing and training requirements, coordinating with vendors and user agencies and participating in the development of operating procedures and training programs. This employee is also the State of Florida designated County 911 Coordinator, responsible for administering the Emergency Phone Service budget, collecting fees, reviewing contracts, training all Secondary Public Safety Answering Points, and is the primary point of contact with the state on all 911 and Wireless issues. At this level, the employee coordinates activities related to the Communications Center, including supervising Emergency Communications Supervisors, budget preparation, program planning, staff selection, and preparing special projects. Work requires the exercise of considerable independent judgment.

Minimum Qualification Requirements

- Bachelor's degree in public or business administration, communications, or a related field and 2 years of experience in the field of emergency communications, or 6 years of increasingly responsible experience in the field of emergency communications. Experience must include 1 year of formal supervision or supervisory training/development in a large emergency communications unit; or
- Associate's degree in public or business administration, communications or a related field and 6 years experience as described above; or
- Bachelor's degree and 4 years experience as described above; or
- An equivalent combination of education, training, and/or experience.
- Must successfully obtain, and maintain a Florida Department of Law Enforcement (FDLE) Criminal Justice Information Services (CJIS) Level 3 - CJIS Security & Awareness Certification within 6 months of appointment.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Coordinates the operations efforts of a three shift, twenty-four hour Emergency Communications Center.
- Assures all communications equipment is functioning properly; coordinates the procurement, installation, testing and servicing of new and existing equipment concerning the communications facility.
- Supervises and provides for the continuous growth and development of Emergency Communications Supervisors.
- Assists and advises the director on various administrative matters, such as operational planning and special studies.
- Coordinates new developments and communications with staff personnel of fire and police departments and other affected agencies.
- Develops structured, on-going training programs for system users.

911 DIVISION DIRECTOR (continued)

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Illustrative Tasks (continued)

- Assists the Director in the development, preparation and monitoring of the division's Emergency Phone Service budget, as well as a portion of the departments general budget. Participates in the development of a disaster activation plan for the communications center; assists in the staffing of the communications center, and with other administrative matters, as directed.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of the operating characteristics, capabilities and limitations of radio receiving and transmitting equipment, paging systems, recording systems and 911 and other communications equipment, including computer terminals and computer aided dispatch systems and procedures.
- Knowledge of FCC rules and regulations regarding the use of radio systems.
- Knowledge of project management & control.
- Knowledge of budgeting procedures and the ability to apply such knowledge, as required.
- Skill in eliciting critical information from citizens in a stressful or life threatening situation.
- Ability to apply computer applications and software.
- Ability to work under stressful conditions and be responsive to emergency situations on a 24 hour a day basis.
- Ability to exercise judgment in applying and interpreting departmental policies and procedures.
- Ability to effectively supervise and motivate subordinates and establish and maintain effective working relationships with affected organizations and the general public.
- Ability to keep records, speak and write effectively and prepare and submit reports.

For official use only

Revised	EEOC Code	Overtime Code
12/15	Officials & Managers	Exempt