

E-911 COMMUNICATIONS DIRECTOR

Position Code: 1883

WC Code: 9410

FLSA Status: Exempt

Pay Grade: 363

Location: Manager's Office

Approval Date: 2022

General Statement of Duties

An employee in this class performs difficult administrative work in planning and directing emergency telecommunications work for both the Police and Fire Departments. Coordinates and supervises telecommunications, radio system, CAD Dispatching. Coordinates amongst various federal, state, and local agencies.

Distinguishing Features of the Class

Employees in this class perform work that is administrative and supervisory in nature. Work includes oversight of the Town of Mooresville Public Safety Communications Center where the employee will supervise a staff providing 24-hour emergency communications for Mooresville and secondary Public Safety Answering Point (PSAP) for Iredell County. Independent judgment and initiative are required in dealing with all aspects of emergency communications, confidentiality of records, as well as the ability to perform under extremely stressful situations. Work involves frequent public contact which requires professionalism, tactfulness, decisiveness, sensitivity, and courtesy. Work requires the use of Computer Aided Dispatching in recording the information and dispatching the appropriate response. Employees supervise those that constantly monitor and communicate with emergency personnel using multiple radio, data, and telephone messaging equipment. Work also includes duties associated accessing multi-agency police records and state/federal criminal and traffic databases. Work is performed in accordance with departmental policy and State and federal law. Employees may be required to work long shifts including night shifts, holidays and weekends as needed. Work is performed under the direction the Town Manager and is evaluated through conferences, performance metrics and reports.

Duties and Responsibilities

Supervises the Telecommunications/ Records Manager(s) who directly oversees the intake of emergency and routine calls for law enforcement and fire and rescue; plans and assigns work; assists in the hiring and training of new personnel and provides coaching and evaluation for

staff; develops work schedules assuring that the communication center is always adequately staffed. Supervises Radio Communications Specialist.

Coordinates work with the Towns Public Safety Communications Team (Representatives from Fire, Police, TI, Managers Office) to implement priorities and resolve day to day operations issues.

Works to achieve operational efficiencies in service delivery.

Assists Police and Fire with communication related accreditation issues as needed.

Develops short term and long-range plans for electronic equipment and system needs for the Mooresville Police and Fire and Rescue Departments and the Town of Mooresville radio system.

Oversees the installation, maintenance, and proper use of various radio, alarm, computer, and other electronic equipment involved in emergency communications. Ensures the communication center maintains 24-hour access to DCI/NCIC hot files and related matters.

Coordinates the provision of services and changes in service between the Police Department, Fire and Rescue Department, and other agencies.

Oversees the training of new employees in the use of Computer Aided Dispatching equipment, multi-channel trunked radio equipment, computerized telephone equipment, recording equipment, records management system, and departmental procedures.

Develops and administers the communication division's budget; procures equipment and supplies; research, plans, and coordinates with companies and vendors supplying equipment such as E-911 system, computer aided dispatch, radio, and other electronics systems; coordinates and participates in the installation, maintenance, and repair of said equipment. The employee will work with Iredell County ECOM and the 911 board in regard to budget and operation of the center. Prepares management reports requested.

Establishes and promotes community awareness for effective use of emergency communications services such as E-911.

Create, maintain, and oversee the development of E 911 Communications Standard Operating Procedures; tracks statistical information, and evaluates service delivery.

Oversee the operation of a multi-channel 800 MHz Trunking System with interoperability to 4 neighboring counties and the NCSHP VIPER radio system. May coordinate the radio communications of federal, state, county, and municipal agencies during natural disasters or other multi-jurisdictional emergencies.

Works with the Communications and Marketing Department on complaints, questions, and information about the communication division

Works with Clerks office and Town Attorney to fulfill public information requests

Serves as a member of various committees, attends, and participates in meetings and other activities as needed.

May serve as a telecommunicator on a shift as needed; operate CAD, DCI, NCAWARE, CJLEADS, computerized telephone system, and other software needed in the performance of duties.

Evaluates employee performance, makes recommendations on hiring, training, termination, and related personnel activities, and initiates the progressive discipline process as necessary.

Assigns resources to achieve operational goals and objectives with limited guidance from management.

Oversees and maintains Towns license plate reader (LPR) cameras and all town operated stationary and security cameras.

Ensures compliance with Town Policies and Departmental policies and procedures.

Participates in the development and implementation of unit goals, objectives, policies, and priorities.

Attends and participates in training seminars and programs; continually keeps abreast of changes in procedures, regulations, and laws.

Performs other duties as requested.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Thorough knowledge of the operations of an Emergency Telecommunications Center.

Thorough knowledge of the protocols and dispatch of the appropriate emergency services and equipment.

Thorough knowledge of basic computers, electronics, and technical language.

Considerable knowledge of computer data terminals, multi-line digital telephone equipment and 2-way radio operation.

Considerable knowledge of the operation of a public safety communications and information systems with the focus on police and fire.

Knowledge of the geographic layout of the Town, and the locations of streets, important buildings, and other landmarks.

Considerable knowledge of the practices and procedures of the Police Department and the Fire and Rescue. Considerable knowledge of the theory of operation of radio, telephone, and computer systems and how they combine to make an integrated communications system.

Knowledge of modern effective supervisory methods and practices and have the ability to plan, direct and control work and employees involved in the Communications Division.
Considerable knowledge of Computer Aided Dispatch (CAD)

Skill in accurately entering data into the DCI and NCIC database.

Skill in operating a multi-channel trunking radio system, multiple data terminals and telephone systems

Active listening and the ability to communicate effectively.

Ability to recognize computer malfunctions, to recover using basic techniques and to resolve more difficult issues with software vendors or staff technology workers.

Ability to maintain confidentiality of criminal records, computer information databases, and in-house police information.

Ability to accurately recognize, understand and transmit vital information.

Ability to assess people and situations, to apply sound judgment, to remain calm under stressful conditions and to elicit sufficient and essential information for dispatching and assisting field personnel.

Ability to perform data entry at the proper speed and accuracy.

Ability to communicate effectively, orally and written.

Ability to follow oral and written instructions.

Ability to establish and maintain effective working relationships with administration, officers, subordinates, department directors, key employees in other departments, and town officials.

Physical Requirements

Must be able to physically perform the basic life operational functions of reaching, pushing, pulling, lifting, fingering, talking, hearing, and perform repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally; and a negligible amount of force frequently or constantly to more objects.

Must possess the visual acuity to perform extensive reading and computer terminal work.

Must possess the hearing ability as recommended for police officers by the North Carolina Standards Commission.

Minimum Education and Experience

Bachelor's Degree in Emergency Management, Public Safety Administration, or a related field; a minimum of five years of emergency communications experience; and NENA ENP certification or APCO RPL certification. An equivalent combination of industry specific education, training, and experience that demonstrates the candidate can successfully perform the essential duties of the opening may also be considered.

Special Requirements

Certification by the State of North Carolina as a DCI Operator in all three modules.

Be able to obtain the following certifications within one year of employment:
NC Sherriff Training and Standards Commission certification for Telecommunicators
Emergency Medical Dispatch
Emergency Fire Dispatch
Emergency Police Dispatch
NENA ENP certification or APCO RPL certification.

Valid NC Driver's License.