



EATON COUNTY
invites applications for the position of:

Central Dispatch Director

SALARY: \$28.84 - \$37.49 Hourly
\$59,987.00 - \$77,979.00 Annually

OPENING DATE: 08/19/21

CLOSING DATE: Posted Until Filled

GENERAL SUMMARY:

Under the general direction of the County controller, directs an enhanced 911 emergency telephone system and centralized emergency dispatch center responsible for dispatching all police, fire and ambulance services within the County. Responsible for the selection and maintenance of all communications and other equipment and the coordination and integration of high technology systems including telephone, computer and radio interfaces. Responsible for all administrative functions of the department including financial and personnel management. Administers the County Address Ordinance.

ESSENTIAL FUNCTIONS:

1. Responsible for interviewing job candidates, administering employment tests, conducting background checks and making hiring decisions. Oversees and participates in scheduling, assigning work, reviewing and evaluating performance, and dealing with employee relations issues including sitting on the management collective bargaining team.
2. Responsible for the orientation and on-going training of dispatch staff and develops programs to address changing procedures and technology. Oversees the development of detailed work skills and task documentation and the development and implementation of training on those skills.
3. Develops departmental policies and procedures and reviews, monitors and modifies as necessary.
4. Oversees and evaluates departmental response to calls for emergency services.
5. Responsible for the selection, operation and maintenance of communications and other equipment. Ensures that all equipment is properly operated and maintained.
6. Drafts and presents the departmental budget. Approves expenditures as authorized and monitors expenditures to ensure they are within budgetary guidelines. Negotiates and administers maintenance agreements.
7. Oversees the maintenance of the 911 data base to provide the telephone company with information to ensure accuracy of address file. Oversees maintenance of the computerized geographic information file to provide immediate information to help locate addresses.
8. Develops and implements plans for improving capabilities through technology such as mobile data terminals to provide emergency vehicles computer access, allowing vehicles access to computer information networks, and computer aided dispatching to provide immediate information on screen in the vehicle.
9. Represents the Central Dispatch Department to citizens, civic groups, other governmental entities and others to explain departmental operations and services and to respond to inquiries and concerns.
10. Coordinates services with emergency service agencies. Works closely with representatives of such agencies to ensure their needs are met and their concerns are

addressed. Works toward standardization of communications equipment and procedures to improve emergency communications. coordinates services with adjacent counties.

11. Coordinates operations with other County departments and agencies. works closely with management information services on computer and communications equipment and technology.
12. Plans and coordinates meetings of Central Dispatch Committee to deal with overall policy issues and the Law Enforcement Committee and the Fire and Ambulance Committee to deal with issues specific to the nature of their services.
13. Develops and oversees record keeping systems of calls, complaints and other matters.
14. Oversees the development and maintenance of the County Address Ordinance, ensuring that all residential properties and business locations in the County have current addresses in the system, making address corrections, ensuring that all roads within the County are properly identified, and that the ordinance is followed.

Other Functions:

1. None listed.

This list may not be inclusive of the total scope of job functions to be performed. Duties and responsibilities may be added, deleted or modified at any time.

MINIMUM QUALIFICATIONS:

Must have a Bachelor's Degree, or equivalent, in criminal justice, public safety administration or other area related to emergency services with coursework in management and data processing.

Five years experience in a police, fire ore EMS setting with experience as a dispatcher or related capacity and at least two years in a supervisory capacity.

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job related selection or promotional criteria.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS:

Physical Requirements:

{This job requires the ability to perform the essential function contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements}:

- Ability to operate telecommunications equipment.
- Ability to enter and retrieve information from computers.
- Ability to climb step ladders to set up back-up dispatch center equipment.
- Occasionally climbs radio tower.
- Lifting radio, telephone and other communications equipment weighing up to 50 lbs.

Working Conditions:

Works in normal office conditions, but regularly travels to other locations to make presentations and represent the department.

Eaton County is an Equal Opportunity Employer
Eaton County Advises Job Applicants That It Does Not Discriminate On The Basis Of Disabled Status

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.eatoncounty.org>

Position #2021-8-325.11.01.01
CENTRAL DISPATCH DIRECTOR
CS

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Charlotte, MI 48813

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