

## Director of 911

**Organization:** Livingston County

**Location:** Howell, MI

**Pay Range:** \$88,375 - \$114,888

### **Summary:**

Under the supervision of the County Administrator is responsible for issues pertaining to the 911 central dispatch. Responsible for the execution of authority and responsibilities in the areas of executive leadership, managerial and organizational effectiveness, fiscal planning, budgeting, auditing, human resources development, public service and communication.

### **Position Responsibilities:**

- Plans, organizes, and directs all aspects of operations including personnel, budgeting, planning, and general administration. Develops and implements departmental policies, procedures, and regulations.
- Assigns or delegates responsibility for assignment of work, directs personnel, evaluates performance of all employees, and assures necessary training and professional development. Takes disciplinary action according to established procedures.
- Oversees the hiring process of all central dispatch personnel including interviews, background checks, and selection of new hires.
- Evaluates department operations, staffing levels, facilities, and equipment. Analyzes budgetary and resource needs and makes recommendations for improvement. Monitors operational costs and makes recommendations for increasing efficiency.
- Prepares and presents annual budget requests, administers departmental budget, and ensures that the authorized budgetary and purchasing procedures are properly used.
- Recommends building and capital improvement projects, and participates in such planning, in conjunction with the County Administrator.
- Reviews and/or develops various reports including, but not limited to department operations, monitoring compliance with applicable laws, rules, and regulations, researching current trends in 911 services, and utilizing statistical data to analyze staffing levels to ensure the department is meeting the demands on the 911 center.
- Researches and completes special projects and reports for the County Administrator on department operations and programs, future needs, financial grants, and other areas as requested.
- Coordinates the selection, maintenance, and repair of current and future department equipment and technology and maintains inventory of related equipment.
- Negotiates and monitors service and repair contracts, consistent with the County Purchasing policy.
- Oversees the implementation of an emergency preparedness and terrorism response plan and related emergency operations. Serves as the primary emergency operations center command team member in the event of a disaster.
- Leads the department in the initial and continuing accreditation process.
- Administers the labor agreement and serves as a member of the management collective bargaining team.
- Designated as the HIPAA and compliance official and information security official.
- Participates in community and other government organizations to promote the department's image and programs and to coordinate related services. Collaborates with local officials, public safety officials, advisory boards, and committees.

- Keeps abreast of legislative and regulatory developments, new administrative techniques, and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.
- Performs other duties as directed.

**Qualifications:**

- Bachelor's Degree in communications, public safety, emergency management, or a related field and seven years of progressively more responsible experience in police, fire, or EMS dispatch including prior supervisory experience.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Certifications preferred: Emergency Medical Dispatcher (EMD) certification, Emergency Fire Dispatcher (EFD), Emergency Police Dispatcher (EPD), Emergency Medical Quality Assurance (EMD-Q), Emergency Fire Quality Assurance (EFD-Q) and Emergency Police Quality Assurance (EPD-Q).
- Michigan Vehicle Operator's License.

**Skills/Knowledge/Abilities (SKA) Required:**

- Thorough knowledge of the professional public management techniques involved in budgeting, personnel administration and resource management, and the ability to identify and implement new best practices.
- Thorough knowledge of the principles and practices of emergency management and managing emergency dispatch call centers.
- Considerable knowledge of applicable telecommunications systems and trends in providing 911 services, 911 surcharge fund allocation, human behavior and performance in emergency situations, maintaining accurate and detailed records, and applicable local, state and federal laws, rules and regulations.
- Skill in assembling and analyzing data and preparing comprehensive and accurate reports.
- Skill in effectively communicating ideas and concepts orally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials, and the public.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.
- Skill in the use of office equipment and technology, including Microsoft Suite applications, database entry and maintenance, and dispatch communication software.
- Ability to attend meetings scheduled at times other than normal business hours.
- Ability to respond to emergencies or service needs on a 24-hour basis.

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