

**MONROE COUNTY
DIRECTOR OF CENTRAL DISPATCH**

<u>Department:</u>	<u>Central Dispatch</u>	<u>Wage Grade:</u>	<u>Rye -16</u>
<u>FLSA Status:</u>	<u>Exempt</u>	<u>Affiliation:</u>	<u>Non-Union</u>

GENERAL SUMMARY:

Under the general direction of the Monroe County 9-1-1 District Board, the Monroe County Central Dispatch Director serves as the executive responsible for the overall management and operation of a county-wide emergency dispatch center including operational development, daily management and routine administration providing emergency dispatch and communication services. The director ensures that critical services provided by Monroe County Central Dispatch (MCCD) are efficient and operational at all times. Additionally, this position maintains an accurate 9-1-1 database for countywide rural addressing system.

ESSENTIAL FUNCTIONS: *[An employee in this position may be called upon to do any of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.]*

Administrative Operations and Financial Management:

- Oversee and perform the daily administrative operations of the dispatch center, operating utilizing the best standards and practices as identified by the ETSC (Emergency Telephone Service Committee) through their compliance review process.
- Prepare statistical, management, and / or narrative reports as required.
- Manage the preparation and reporting of departmental records including overseeing the release of information relative to the Freedom of Information Act.
- Maintain an awareness of the respective needs of agencies and departments enabling the dispatch center to be responsive and effective in the delivery of service. Works to resolve inter-agency operational issues.
- Continuously monitor and evaluate efficiency of the department's systems, programs, equipment and service including analyzing speed, accuracy and conformity to standards, recommending and / or implementing changes as appropriate.
- Draft and present the departmental budget to the 9-1-1 Board and the County Board of Commissioners. Administer and monitor the departmental budget, approving expenditures as authorized, ensuring they are within budgetary guidelines.
- Maintain accounting records and prepare reports and presentations for the 9-1-1 Board and the Board of Commissioners. Evaluate programs and equipment as related to the operational needs and the budgetary process. Develop long-range financial and capital plans.
- Respond to and resolve complaints and inquiries regarding dispatch operations in a timely manner, including proper documentation and tracking through completion; eliminating complaint causes where possible.
- Develop, revise and implement department specific policies and operational procedures; utilize reviews of other dispatch centers for new approaches to consider.
- Ensure all equipment is properly operated and maintained, including administering maintenance agreements with vendors.
- Maintain an awareness to provide a safe and healthy work environment; reporting all hazards and/or concerns.

- Keep abreast of state and federal requirements regarding current labor and human resource standards or revisions through Public Act amendments, court rulings or arbitration cases.
- Maintain Master Street Address Guide when and where updates or corrections to the CAD operating system dictate.

Personnel Management and Supervision:

- In consultation with the Monroe County Human Resources Department hire, counsel, discipline, and terminate employees of MCCD in accordance with terms of bargaining agreements and applicable policies.
- Manage the recruiting, screening, testing, selection and training of new personnel.
- Supervise assigned staff, including prioritizing and scheduling assigned work; evaluating and reviewing work and work performance; identifying training needs of personnel, ensuring staff is adequately trained, maintaining proper certifications.
- Prepare, conduct and review periodic performance evaluation reports including probationary and annual evaluations. This includes development of a quality assurance program and approval of performance improvement plans.
- Develop workplace specific policies and standards related to scheduling to ensure adequate staffing levels.
- Schedule vacations, training and overtime and approve leave time which ensures adequate staffing. Maintain standards through effective coordination of activities and allocation of personnel.
- Monitor the use of overtime, unscheduled leave and sick time. Respond to activity as it affects budgetary limitations or abusive patterns that may arise.
- Determine overall training needs specific to the center and provide direction in the development and scheduling of a professional training program relative to the employee's duties.
- Regularly conduct departmental staff meetings to coordinate services.
- Ensure that work standards are maintained and employees are educated about and comply with all policies and operational procedures including applicable laws, rules, and dispatch regulations.
- Oversee the development, administration and compliance of operational procedures, policies, programs, goals and objectives which are consistent with the best standards and practices as set forth by the ETSC compliance review process.
- Resolve employee concerns and problems.
- Develop and plan department training and response drills as required, in conjunction with other emergency services
- Represent the 9-1-1 District Board in the collective bargaining process.

Represents the department as it relates to Dispatch Center Operations:

- Provide monthly and annual reports to the 9-1-1 District Board regarding activities and status of Central Dispatch including policy and operational issues.
- Meet with County departments and external agencies as needed to examine needs regarding response plans, programs development, department operations, and coordinating related services.
- May represent Monroe County on internal/external committees or work groups to enhance service delivery or service planning.
- Represent MCCD to citizen and civic groups to explain services. Market MCCD to retain citizen support for surcharge revenues as well as potential increases.
- Serve as liaison with the Emergency Management Division including participation in periodic drills.

- Participate in approved preparedness drills or emergency activities and be available in the event of a county emergency or declared disaster, working in conjunction with EMD and emergency services.

Manage the LEIN system in compliance with CJIS Security Council policies:

- Ensure personnel are adequately trained and certified in LEIN including administration of bi-annual certification test.
- Ensure LEIN Policy Council administrative rules and policies are followed and enforced.
- Serve as the primary liaison with LEIN Field Services and oversee LEIN audits
- Ensure that updated LEIN technologies are appropriately implemented and adequate training conducted.

Professional Development:

- Attend training as assigned to maintain and improve proficiency and comply with standards and certifications.
- Keep abreast of new laws and technologies and develop standard operation procedures to assure compliance with new requirements.
- Develop and maintain a working skill level in the dispatch center. May be required to perform all functions of an emergency dispatcher during times of need.

Oversees the acquisition, implementation, and operations of technology associated with emergency dispatch operations:

- Control inventory of communications equipment and computer systems, networks, and associated technology, including the development of a tracking database.
- Approve work orders for the maintenance and repair of communications equipment, computer systems, networks and associated technology.
- Contact technical support for technology maintenance as needed.
- Coordinate and assist with special projects as assigned.

General Duties:

- Behave and communicate in a manner that promotes a positive work atmosphere.
- Participate in approved staff development, continuing education and supervisor development.
- Adjust work schedule to meet department needs.
- Perform other duties and responsibilities as directed by the Monroe County 9-1-1 District Board consistent with the objectives and essential functions of this position. Such responsibilities shall be incorporated into the position description if they involve a lengthy commitment or are on-going.
- Advise the 9-1-1 District Board if actual practice begins to deviate significantly from specified essential functions.

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.

EMPLOYMENT QUALIFICATIONS:

Combined education and/or experience sufficient to successfully perform the essential duties and functions of the job as listed.

Education:

- Bachelor’s Degree, preferred in Criminal Justice, Business Administration or a related field **or** Associates Degree with equivalent combination of knowledge and experience.

Experience:

- Five or more years supervisory or management experience.
- Experience with communication and computerized equipment including MPSCS 800 MHz system and CAD system functions.
- Experience in Public safety and emergency service operations.

Licenses and Certifications:

- Must possess a valid driver's license.
- Must maintain performance certifications and minimum training standards required by State and Federal guidelines.
- Every 24 months, shall complete *Module Three*, a 24-hour designated telecommunicator training course as approved by the State Numbers Committee.

Other Requirements:

Knowledge of:

- Laws, ordinances, and other regulations pertaining to the provision of emergency services and 911 public safety dispatching and related tasks.
- Mobile radio communication technology, computer networks, archival recording technology and computer-aided dispatch systems.
- LEIN system in compliance with CJIS Security Council policies.
- Business and management principles involved in strategic planning, resource allocation, program development and implementation, and leadership techniques.
- Budgetary principles.
- Applicable local, state and federal laws, rules and regulations.
- Public administration principles.
- Policy and procedure development practices.

Skill in:

- Planning and organizing work.
- Effective and clear written and verbal communication.
- Supervising, directing, coaching and evaluating employees.
- Prioritizing and assigning work.
- Operating a computer and applicable software.
- Applying applicable local, state and federal laws, rules and regulations.
- Analyzing processes and making recommendations for improvement.
- Developing and implementing strategic plans.
- Developing, implementing and applying policies and procedures.
- Preparing and administering budgets.
- Effective and strong interpersonal skills.
- Management and technical experience to make sound decisions and achieve assigned goals with limited direction.

Ability to:

- Maintain records, prepare and interpret reports and answer questions.
- Maintain effective working relationships and productively serve as a member of a team with employees and the public. Have the ability to deal with problems courteously and tactfully.
- Develop computer skills to manage County documentation systems.
- Operate specialized equipment including but not limited to; base radios, recording equipment, dispatch consoles.

- Assimilate and apply new information, knowledge and skills.
- Delegate duties where appropriate.
- Meet deadlines.
- Pass an extensive background investigation

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 Demands: *[This job may require the ability to perform any of the essential functions contained in this description. These may include, but are not limited to, the following requirements. Specific requirements for a job will be identified at the time of employment. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements]:*

- Hearing and speech sufficient to communicate in person or over the telephone.
- Vision to read printed materials and a computer screen.
- Ability to operate telecommunications equipment.
- Ability to review and produce written and electronic documents.
- Possession of a valid driver's license.
- May drive a County or personal vehicle in the course of the work.
- Ability to climb, bend, stoop, lift 25 lbs, carry, push a cart and work in a normal office setting and use standard office equipment including a computer.

Working Conditions:

Works in office conditions but is frequently required to travel to other locations within and outside of Monroe County. Employee is frequently required to attend meetings and to make public presentations.

Performance evaluations Criteria:

- Efficiency in performance of duties.
- Meets performance objectives for the position.
- Demonstrates on-going skill development through reading, seminars, and continuing education
- Initiates constructive ideas for unit/position performance.
- Administers and monitors departmental budget within specifications outlined by the Board of Commissioners, where total expenditures not exceed authorized budgetary amounts.
- Coordinates the activities of the department and its members forming a cohesive and effective team that focuses on accomplishing the organization mission.
- Provides direction to the organization by setting an example of the conduct and work ethic expected of all employees.