

Jennings County Regional Dispatch Center Job Description

Job Title: Director
Department: Jennings County 911
Reports To: Jennings County 911 Board
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Summary

The director is responsible for the administration and operation of the department, including planning, budgeting, purchasing, personnel selection, training, disciplinary processes and all telephone radio and computer operations of Jennings County 911.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Responsible for the administration and operation of Jennings County 911 on a daily basis.

Prepares work schedules to ensure that sufficient shift personnel are available for work load demands.

Reviews dispatch office operations to identify technical and operational training needs.

Meets with committees composed of representatives from fire and police departments, public, and other interested groups to develop, review, and update policies and procedures for the dispatch office.

Maintain payroll, personnel and activities records. Issues written and oral instructions.

Assigns duties and examines work for conformance to policies and procedures.

Maintains harmony among workers and resolves grievances.

Prepares composite reports from individual reports of subordinates.

Purchasing

Attend meeting as required.

Development and implementation of new programs.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE Must be a high school graduate or possess a G.E.D. Four years experience in Emergency Service and/or Emergency Communications. Prior 911 experience. Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

MATHEMATICAL SKILLS Ability to add, subtract, multiply, and divide in all units of measure, use whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS Certified in IDACS/NCIC with recertification every two years. Certified in Emergency Medical Dispatch.
CPR
NIMS 100,200,300,400,700,800

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.