

E-911 DIRECTOR

GENERAL DEFINITION OF WORK: Performs complex professional and difficult administrative work supervising the 9-1-1 emergency communications center operation, radio communications sites, 9-1-1 signing and maintaining facility; does related work as required. Work is performed under the general supervision of the County Administrator. Supervision is exercised over subordinate technical staff.

ESSENTIAL FUNCTIONS/TYPICAL TASKS: Supervising 9-1-1 telecommunications operations; maintaining database; scheduling employees; maintaining records and files; preparing reports.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Supervises 9-1-1 telecommunications, Geographical Information System (GIS), and 911 administrative personnel.
- Reviews calls for service, educates staff on discrepancies and facilitates necessary corrections.
- Supervises and manages County GIS system.
- Maintains and updates 9-1-1 data base files; verifies accuracy of information.
- Designates which agency should respond to calls and updating relevant databases
- Maintains and updates policy and procedural manuals.
- Develops communications center rules and regulations.
- Maintains security and access control of the center in compliance with Virginia State Police and FBI standards
- Ensures compliance with FCC regulations.
- Serves as liaison between communications center, agencies and the community in the development of productive public relations.
- Prepares annual departmental operating budget and monitors expenditures.
- Serves as the county representative on the Regional Preparedness Advisory Committee-Interoperability
- Serves as 9-1-1 Public Safety Answering Point (PSAP) contact with Virginia 9-1-1 Wireless Board
- Answers subpoenas from courts.
- Conducts housekeeping/custodial type work in the E911 Center.
- Assists with County emergency management activities.
- Performs related tasks as required.

KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of the methods and procedures of operating the communications system; thorough knowledge of Federal and State regulations governing wireline, wireless and NG 9-1-1 telephone systems, thorough knowledge of National Emergency Number Association (NENA) standards for 9-1-1 Centers, thorough knowledge of Federal and State regulations governing transmission by radio and teletype; thorough knowledge of the geography of the county and surrounding area; ability to utilize ESRI ArcGIS software, ability to plan and supervise the work of others; ability to operate all communications equipment; ability to speak distinctly; ability to deal courteously with the public under stressful conditions; ability to testify in a court of law, ability to establish and maintain effective working relationships with associates and the general public, ability to operate a motor vehicle in the Commonwealth of Virginia.

EDUCATION AND EXPERIENCE: Any combination of education and experience equivalent to a four year degree from an accredited college or university, and considerable telecommunications experience, including supervisory experience.

PHYSICAL REQUIREMENTS: This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for color perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS: Must pass background investigation and maintain that level. Must receive dispatch certification. Must receive VCIN certification. 911 Center Manager certification is strongly encouraged. Must possess driver's license valid in the Commonwealth of Virginia.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.