

Washington County

911 Communications Director

Job Description

Job Code:	23
Exempt:	Yes
Department:	Sheriff's Office
Reports To:	Enforcement Major
Location:	Sheriff's Administration Building
Date Prepared:	September 29, 2016
Date Revised:	June 14, 2021
Safety Sensitive:	This position is designated as safety/security sensitive and is subject to pre-employment, reasonable suspicion and random drug and alcohol screening.

GENERAL DESCRIPTION OF POSITION

This is a highly responsible, specialized position of an administrative and supervisory nature over the Washington County Sheriff's Office 911 Communications Center. The 911 Communications Director is responsible for overseeing the day-to-day operations, special events and unexpected emergency events for 911 operations. Specific duties include managing the staffing for the 24/7 Public Safety Answering Point (PSAP); developing and creating strategies for efficiency; overseeing equipment upgrades and maintenance contracts involving various emergency communication equipment; assisting in recommendations for the yearly communications budget; reviewing monthly p-card expenditures; interviewing, hiring and training staff involving staff development.

This position directly supervises (3) 911 Communication Specialist Supervisors and indirectly supervises (17) 911 Communication Specialists. The 911 Communications Director is the primary point of contact for the Sheriff's Office 911 Public Safety Answering Point (PSAP). This position is responsible for managing and directing all aspects of a public safety communications center. Ensures the center runs smoothly and officer safety is of the highest priority. Maintains communications equipment, including radios and computer consoles to ensure all calls for service are responded to by the appropriate personnel in a safe, prompt, efficient manner. Work is performed under the general direction of the Enforcement Major, Chief Deputy and Sheriff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manage and direct the overall operations of the 911 communications center making sure it is running in an efficient manner. Includes, ensuring all calls for service are promptly and efficiently handled by communications personnel and are transmitted or transferred to the appropriate emergency dispatch agency according to current policies and procedures.
2. Supervise personnel who handle life and death situations on a daily basis and situations that could incur great liability if not handled properly.
3. Supervise personnel responsible for ensuring the Computer Mapping System is current and remains up to date. This ensures emergency services personnel will be able to find locations and arrive on the scenes in a timely manner.
4. Supervise personnel responsible for Arkansas Crime Information Center/National Crime Information Center (ACIC/NCIC) entry and deletion of warrants, orders of protection, missing persons, runaway juveniles, stolen property and impounded vehicles, and articles for Washington County Sheriff's Office

and 10 Small Town Police Departments. These personnel must make entries and deletions according to State and Federal law.

5. Supervise personnel responsible for the Computer Aided Dispatch system database maintenance. These personnel must continually update data to ensure the system is used to its full potential.

6. Maintain statistics on all 911 calls, officer calls for service, ACIC statistics, jury lists and prosecutor lists. This assists Sheriff's Office departments with scheduling and budgeting.

7. Prepares monthly reports of shift activity and statistical records for the Quorum Court, Sheriff, small town police agencies and supervisory personnel.

8. Manage supervisors responsible for handling assigned personnel problems and complaints involving the communications center.

9. Plan and organize the day to day operations of the communications center to include preparation of yearly budget, purchasing, payroll, scheduling, compiling statistics, responsible for maintenance for the computer aided dispatch system and scheduling maintenance of all Sheriff's Office communication equipment which includes equipment at the Sheriff's Office, as well as remote tower sites.

10. Ensure all Federal Communications Commission radio licenses for the Sheriff's Office are renewed in a timely manner through the Department of Emergency Management. Ensure the radio system is operational at all times and is responsible for all equipment in the communications center, as well as the Washington County Sheriff's Office radio tower site, located behind the Sheriff's Office.

11. Ensure all emergency personnel working in the 911 communication center complete the mandatory Basic Telecommunicator Course either through the Arkansas Law Enforcement Training Academy (ALETA) or Associations Public Safety Communications Officials (APCO) Public Safety Telecommunicator 1 (PST1).

12. Ensure training program that is (APCO) Project 33 Certified remains current and up-to-date according to APCO Minimum Training Standards for Public Safety Telecommunicators APCO ANS 3.103.2-2015. Maintain records of all training that has been received and completed to ensure recertification deadlines are met.

13. Function as ACIC "Site Representative" and attend related meetings. Ensure all certified ACIC Basic, ACIC Advanced and CJIS personnel conduct operations and disseminate information within the guidelines of ACIC/NCIC rules and regulations and Arkansas State Law. Ensure all certified ACIC Basic, Advanced and Criminal Justice Information Services (CJIS) personnel remain current in their certification. Oversee the validation of all records entered into ACIC/NCIC in a timely manner and responsible for all audits of ACIC/NCIC records entered by this agency.

14. The 911 Communications Director works closely with the 911 Emergency Management Director to provide all the necessary training, information, supplies, etc. and to ensure all 911 calls are handled in accordance with the Washington County 911 Rules and Regulations.

15. Function as the liaison between the Washington County Sheriff's Office and Washington County Department of Emergency Management as well as other agencies as it relates to the communication center, which includes attending monthly PSAP manager meetings, and meetings with area police chiefs, etc.

16. Ensure quality control and quality improvement is maintained for all calls for service received by the 911 Communication Specialists.
17. Develop and update the communications policy and procedures manual and make recommendations to the Sheriff for policy changes or reviews.
18. Disseminate information to the news media in accordance with 911 regulations and Arkansas Freedom of Information Act.
19. Serve as project manager on assigned special projects for the Sheriff's Office, which includes the ability to write formal bids, request for proposals, and negotiate contracts.
20. Perform supervisory responsibilities, which include interviewing, testing potential employees, hiring, and training employees; planning, assigning, and directing work; performing job evaluations, rewarding and disciplining employees as well as making recommendations to the Sheriff's staff regarding employee disciplinary matters. Carry out supervisory responsibilities in accordance with County's policies and applicable laws.
21. Responsible for overseeing the communications recording system for the Sheriff's Office and ensuring it is operational at all times, recording all radio traffic channels, 911 telephone lines and administration telephone lines;
22. Attend Sheriff's Staff Meetings.
23. Must be on call 24 hours-a-day, 7 days-a-week.
24. Must attend in-state and out-of-state conferences and classes for continuing education to stay abreast of 911 Communications technology and skills.
25. Responsible for the Purchase Cards (3 P-Cards) accounts for the communications center. Keeps receipts and reconciles monthly statements.
26. Responsible for completing PSAP yearly report for submission to the Emergency Service Telephone Board (ETSB).
27. May be required to perform all 911 Communication Specialist duties during staffing shortages.
28. Responsible for headset maintenance/inventory, and pager lists.
29. May be required to speak in front of large groups of people.
30. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four year college degree, plus 5 years related experience and/or training, and 4 years related management experience, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.

CRITICAL THINKING SKILLS

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

- Basic Telecommunicator Course certification in accordance with Arkansas Law or Associations of Public Safety Communications Officials Basic Telecommunicator Course (APCO PST1) certification.
- Arkansas Crime Information Center (ACIC) Basic and Advanced training in accordance with ACIC/NCIC rules and regulations.
- Communications Training Officer (CTO) certification.
- Supervisor Training Course certification.
- Instructor Certification Specializing in Telecommunications.
- Incident Tactical Dispatcher
- Incident Command System (ICS) certification for ICS 100, 200, 300, 400, 700, and 800.
- Criminal Justice Information System (CJIS) Security Training
- National Incident Management System (NIMS) training requirements.
- Registered Public Safety Leader (RPL) certification issued by the Association of Public Safety Communications Officials.
- Ability to obtain an Emergency Number Professional (ENP) certification issued by the National Emergency Number Association (NENA)

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

- Criminal Justice Information System (CJIS) Security Training
- National Incident Management System (NIMS) training requirements.
- Basic Telecommunicator Course certification in accordance with Arkansas Law or Associations of Public Safety Communications Officials Basic Telecommunicator Course (APCO PST1) certification.
- Arkansas Crime Information Center (ACIC) Basic and Advanced training in accordance with ACIC/NCIC rules and regulations.
- Incident Command System (ICS) certification for ICS 100, 200, 300, 400, 700, and 800.
- Communications Training Officer (CTO) certification.
- Supervisor Training Course certification.
- Instructor Certification Specializing in Telecommunications.

SOFTWARE SKILLS REQUIRED

- Advanced: Contact Management
- Intermediate: Database
- Basic: Alphanumeric Data Entry, Spreadsheet, Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of employees, all performing basically the same type of work.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance, either of which would affect the work operations of small organizational component and the organization's clientele.

MENTAL DEMAND

Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Oversight. Activities covered by expansive policies and objectives, and oversight as to execution and review. High order of analytical, interpretative, and constructive thinking in varied situations covering multiple areas of the organization.

RESPONSIBILITY FOR WORK OF OTHERS

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a large group (16-25) of employees who are engaged in similar activities.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$150,000 to \$1,000,000.

ACCURACY

Probable errors would normally not be detected in succeeding operations and may have serious effects in relationships with patrons and/or with the operations of other segments of the organization. Frequent possibilities of error would exist at all times, since the above mentioned areas are inherent in the job.

ACCOUNTABILITY

FREEDOM TO ACT

Moderately directed. Freedom to act is given by upper level management guided by general policies and objectives that are reviewed by top management.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Extensive contacts with various diversified sectors of the public environment; wherein, the contacts are of extreme importance and failure to exercise proper judgment can lead to substantial losses to the organization.

EMPLOYEE CONTACT

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Occasional use of highly complex machines and equipment; specialized or advanced software programs.

WORKING CONDITIONS

Disagreeable working conditions. Exposed to several of the elements in degree 2, which are present continuously enough to make the conditions disagreeable. May involve heavy travel and/or work is in the evening during the night hours.

ENVIRONMENTAL CONDITIONS

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

The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities 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 and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is regularly required to stand, sit, use hands to finger, handle, or feel, reach with hands and arms, talk or hear; occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision; color vision; and ability to adjust focus.

ADDITIONAL INFORMATION

SOFTWARE SKILLS REQUIRED

- Advanced: Contact Management
- Intermediate: Database
- Basic: Alphanumeric Data Entry, Spreadsheet, Word Processing/Typing
- Southern Software Computer Aided Dispatch (CAD), Southern Software MDS Map Viewer (Washington County Mapping System), MDIS (Mobile Data Terminals) VESTA 911 Phone System, NICE Inform (Recording System), TimeClock, CENTRALSQUARE, ZETRON Radio

SUPERVISOR QUALIFICATIONS

- At least five years of communication dispatching experience.
- At least three years supervisory experience with strong leadership skills.
- Experience or other qualifications that demonstrate strong decision making skills, excellent interpersonal communication and conflict resolution skills, and the ability to successfully supervise, motivate, correct, train and evaluate assigned personnel.
- Candidates applying for this position must successfully pass all components of the selection process, which includes but is not limited to: a). Candidate screening b). Oral interviews

EDUCATION AND EXPERIENCE

High School diploma or GED; broad knowledge of such fields as accounting, marketing, business administration, finance, etc. Equivalent to a four-year college degree, plus 5 years public safety related experience and/or training, and 4 years or more related management experience, or equivalent combination of education and experience.

OTHER SKILLS

- Operate a keyboard efficiently
- Effectively communicate in both oral and written form
- Organize work and routes by priority to meet specified deadlines
- Exceptional skills in the use of a standard keyboard and computer workstation

ABILITIES

- Ability to lead, organize and review work of communications staff.
- Ability to interpret, explain, and enforce department policies and procedures.
- Ability to resolve difficult citizen inquiries and complaints.
- Ability to work through situations involving authority, leadership and meeting deadlines.
- Gain and maintain a thorough geographical knowledge of Washington County including small towns, location of major roadways, landmarks and jurisdictional boundaries.
- Read, understand and interpret complex maps.
- Remain flexible and adapt to changing circumstances, demands during variety of emergency situations and to maintain emotional composure, organization of work and accurate productivity during periods of stress and high activity.
- Memorize radio codes, signals, employee names and badge numbers.
- Hear multiple conversations simultaneously, distinguishing between voices and sources to obtain relevant information quickly and accurately.
- Speak clearly, distinctly, concisely and correctly over the radio and telephone.
- Type on computer keyboards while reading from protocol and/or talking on the radio, and operate mouse and foot controls while conversing on the radio and/or telephone.
- Make immediate decisions and react in a quick, calm, controlled and effective manner in all emergency situations.
- Interpret and apply rules, regulations, policies and procedures utilized in public safety dispatching.

- Be reliable and dependable to report to work as scheduled.
- Willingness to maintain respectful working relationships with co-workers, supervisors, public safety agencies, and the general public.

WORKING CONDITIONS

Work environment is in an enclosed area with artificial lighting and involves sitting at a telephone/radio/computer work station for extended periods of time. It will also contain periods of high activity and emotional events countered with periods of low activity. Noise levels that may cause distractions; limited opportunity for physical movement. Must be able to remain alert and responsive under low lighting and extremely demanding conditions. Must have adequate hearing and manual dexterity in order to perform the essential job functions proficiently.

MENTAL DEMAND

Must be able to quickly obtain, remember information and specific details from callers and officers without errors. The ability to concentrate on a task over a period of time without being distracted. Must be able to focus on the information provided by the caller in the presence of background noise and static. Work involves communicating with distraught, disoriented, argumentative, abusive, mentally disabled or disturbed and uncooperative individuals and requires explicit gathering of essential information through verbal communications while maintaining composure and providing good customer service.

DECISION MAKING

Make accurate, sound decisions and quickly reacts positively under stressful conditions which typically entail the life or well-being of a citizen or officer. Use logic and reasoning to analyze, understand, and evaluate complex emergency situations.

COMMUNICATION SKILLS

Ability to communicate ideas effectively, including the preparation of reports and logs. Ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy in a confidential manner and verbally solicit and obtain relevant information through radio and telephone communications. Ability to hear and retain detailed information.