

E911 CENTRAL DISPATCH

DEPUTY DIRECTOR - CENTRAL DISPATCH

General Summary

Under the general supervision of the Director, the Deputy Director will assist in the efficient day-to-day management of the 911 Central Dispatch communications center. The Deputy Director will assist in the planning, hiring, training, and evaluation of staff and operational oversight and implementation of administrative policies.

Essential Functions

1. Works with the Technical Advisory Committee to establish and maintain the operating procedures for the Central Dispatch Authority.
2. Assists the Director with the monitoring of operations to ensure quality services are provided in an efficient, cost-effective, and timely manner.
3. Oversees the hiring process of all Central Dispatch personnel, including, but not limited to, interviews, background checks, and selection of new hires.
4. Evaluates staffing levels and make recommendations for additional staff as needed.
5. Supervises, directs and assists the Director in the annual evaluation and promotion of staff.
6. Oversees work schedules to ensure efficient operations while minimizing overtime and ensuring compliance with the collective bargaining agreements.
7. Directs staff in the performance evaluations of subordinates and the efficient use of the Quality Assurance Program and Fitness Reports.
8. Develops and oversees training and probationary programs and procedures, professional development, and in-service training programs as needed.
9. Receives complaints and questions regarding incidents and investigates, responds, and takes corrective action.
10. Reviews complaints with recommendations for prevention with the Director.
11. Assures personnel policies and practices adhere to the collective bargaining agreements.
12. Oversees the maintenance of personnel and departmental records, including payroll worksheets, personnel files, Standard Operating Procedure manuals, and employer Policy and Procedure Standards.
13. Performs research, reviews, and compiles statistics; submits memos and reports; and makes policy recommendations as requested.
14. Creates, directs, manages, and maintains the quality assurance program.
15. Performs the functions of a Communications Specialist and Communications Shift Supervisor as needed.
16. Other duties as assigned.

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Other Functions

Supervision to be exercised over subordinate personnel as directed by the Central Dispatch Director; performs the duties of the Director in his or her absence or when circumstances require.

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

Education: Possession of a bachelor's degree, preferably in computer sciences/information systems, public safety administration, telecommunications, or other areas related to emergency services, with coursework in management and accounting.

Experience: Five years of experience, including operation of computers, radio and telecommunications systems and providing knowledge of police, fire, or EMS operations. Prefer two years of experience in a supervisory capacity.

-OR-

Education: Possession of an associate degree, preferably in computer sciences/information systems, public safety administration, telecommunications, or other areas related to emergency services with coursework in management and accounting.

Experience: More than seven years of progressively more responsible or expansive experience, with two or more years of experience as a Communications Shift Supervisor at Lapeer County Central Dispatch.

Other Requirements: Must meet all requirements for certification as a Law Enforcement Information Network (LEIN) operator within six months of the date of hire. Must successfully pass a background check.

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.

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FLSA Status: Exempt

Workers Compensation code: 8810

Occupational Employment Statistical Code: 25102

Physical Requirements: *[This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements and working conditions. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.]*

Ability to operate telecommunications equipment.

Ability to enter and retrieve information from computers.

Lifting radio, telephone, and other communications equipment weighing up to 50 lbs.

Ability to write effectively.

Working Conditions:

Works in a dispatch center

Works in an area with radio, phone, and telecommunications equipment for prolonged periods.