



Campbellsville-Taylor County Emergency Communications Center General Policies and Guidelines

JOB CLASS SPECIFICATION

911 Director

Department: Communications

Job Classification: Director – Full Time

Selection Method: 100 % QUAL

Salary: (\$40K – \$60K)

Position Reports To: Captain Police Supervisor

PROBATIONARY/EVALUATION PERIOD:

This job has an initial and promotional probationary/evaluation period of twelve (12) months.

CHACTERISTICS OF THE JOB:

This is an executive level position responsible for the management and administration of the Communications Center, the 911 system and staff under the supervision of the Captain Police Supervisor. Provides leadership, strategic planning and support in developing, implementing and evaluating effective procedures and programs to ensure the safety of community residents in a multi-jurisdictional center. Will lead by example and move forward with the mission for Next Generation 9-1-1. Manages the telecommunications, supervisory staff and performs Telecommunicator duties when needed. Ensures that the center is in compliance with local, state and federal statutes, regulations and policies and guidelines. Ensures all city policies are followed,



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ensures adequate staffing and ensures supervisors are completing staff scheduling. Manages 911 communications and ensures operations of equipment. Completes personnel performance plans, reviews a yearly evaluation of supervisory personnel. Completes positive and disciplinary contacts with supervisory staff. Plays a role in hiring process for agency personnel. Works closely with the Captain Police Supervisor in the course of agency operations to ensure proper succession plan is in place. Performs other duties as required

MINIMUM REQUIREMENTS:

***EDUCATION:** High school graduate. Associates Degree preferred in related field

Possess **Certification** as a **Telecommunicator Manager/Director** issued by DOCJT

Possess **Certification** as a **CMCP (Certified Manager Certification Program)** issued by NENA within 2 years of appointment, or a combination of NENA, APCO, DOCJT or Leadership Training as approved by the 911 Director.

***EXPERIENCE:** Must have ten to twelve (10-12) years of KLEC certified (or an equivalent certification) experience in the transmission, receiving and relaying of electronic information for law enforcement, emergency medical, fire, emergency management, military communications or traffic operations.

SPECIAL REQUIREMENTS: (AGE, LICENSURE, REGULATION, ETC)

Shall not have been convicted of a felony or other crimes pursuant to KRS 15.540. Possession of a valid Kentucky driver's license upon hire.

SUBSTITUTION CLAUSE:

EDUCATION: College will substitute for the required experience on a year-for-year basis up to a maximum of two years. One college year will equal twenty-four (24) earned college hours.

***NOTE:** Associates degree or higher: vocational/technical training in telecommunications preferred; some administrative and computer experience in a similar law enforcement environment or related preferred: typing/keyboarding speed of 30 w.p.m. required; or any equivalent combination of education training, and experience which provides the requisite knowledge, skill, and abilities for this job. Must obtain and maintain State of Kentucky Telecommunications, Emergency Medical Dispatch, Cardiopulmonary Resuscitation (CPR) and First Aid certifications. Must possess or have the ability to pass a background investigation and obtain a LINK/NCIC within six (6) months of hire date and Telecommunication certification within twelve (12) months of hire date.

POST EMPLOYMENT REQUIREMENTS:

Must obtain certification as a Telecommunicator by the Department of Criminal Justice Training (DOCJT) within twelve (12) months and LINK/NCIC Operator within six (6) months of employment and maintain this certification for the length of employment in this classification. Shall not have been convicted of a felony or other crimes pursuant to KRS 15.540.

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE CLASSIFICATION:

Responsible for operations of the Communications Department, which is the Campbellsville-Taylor County Emergency Communications Center. Responsible for policy development, procedures, and guidelines. Identifies issues and solutions for improvements to operations and execute those solutions. Defines deputy director and supervisor responsibilities and assist in developing work schedules, shift assignments and training. Evaluates and manages equipment, develops specifications and makes recommendations for upgrading/replacing. Ensures routine maintenance and repairs of equipment. Activates calls for maintenance on equipment with maintenance agreements. Monitors trends in Emergency Communication technology and implements updates in the center. Development of department budget and monitors expenditures. Makes purchases for the department. Interprets, applies and enforces approved policies and procedures relating to telecommunication staff. Reviews



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performance of all communications staff providing guidance to supervisory personnel for evaluations. Acts in accordance with the City of Campbellsville's, Campbellsville PD and Communications policy and procedures concerning employee conduct and discipline. Conducts investigations into employee disciplinary issues and administer punishment or corrective actions prescribed by the City of Campbellsville's, Campbellsville PD and Communications policy and procedures, up to termination. Coordinates with local law, fire, and EMS personnel and attends meetings when scheduled. Continually updates the Deputy Director and other supervisory personnel of changes that effect the center operations. Responsible for security and maintenance of agency radio/phone recordings and may be called to testify in criminal proceedings as to the authenticity of documents or recordings. Supervises and maintains computerized systems of communication records required by the department and the Federal Communications Commission. Ensures open records request in accordance with the policies set forth by the City of Campbellsville are completed. Takes an active role in both national professional associations (NENA/APCO). Responsible for adherence to LINK/NCIC security policies and guidelines for the agency. Participates in state and national 911 industry standards and changes. Advises GIS, IT, Training coordinators as well as, TAC and ATAC's on procedures and training. Serves as an advisor and an outreach authority to the community for service and center resources for 911 and first responder communications available in the jurisdiction. Serves as an innovative and progressive leader in the 911 community to ensure the Center and its staff have access to resources that keep the community ahead of the technological changes occurring in a timely manner. Performs other duties as assigned.

ESSENTIAL FUNCTIONS:

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Performs multiple tasks simultaneously; takes appropriate action when presented with a routine call or a stressful life/death situation; remains calm under all circumstances.
- Answers multiple telephone lines; assesses incoming 911 and non-emergency calls; dispatch all emergency calls within the jurisdiction or transfers/connect calls to appropriate department extension, service or agency.
- Maintains conversation with caller to obtain/verify pertinent information and to comfort them until assistance arrives' makes welfare checks on 911 hang ups.
- Communicates effectively and coherently over law enforcement, fire/rescue, and EMS radio channels initiating and responding to calls; notifies others, such as ambulances, wreckers, and utilities when services are requested/required.
- Contacts various other departments during and after hours to resolve problems such as street lights being out, downed street signs, roadway debris, gas leaks, water line breaks, and power outages.
- Monitors multiple radio frequencies, often while answering/handling phone calls or other radio frequencies and responding to in-person requests for services or records. Monitors weather computers, Monitors surrounding counties radio traffic for any assistance that may be needed or that might relate to our county.
- Performs toning out, pager, phone, and/or radio tests for the city and county fire departments, ambulance services, weather siren and/or as required; monitors alarm systems at specific locations.
- Provides the general public with directions, referrals, answers citizens complaints and concerns, and any other information requested regarding the community or situation.
- Enters/retrieves a variety of data into/from LINK/NCIC or in-house computer' modifies locates. Maintains. Saves. And/or clears files and records with in database; enters all information into the Computer Aided Dispatch system.
- Performs computer background checks on applicants and criminals; handles inquiries on driver's licenses, vehicle tags, stolen articles and property, guns, wanted and missing persons, and warrants and summons; provides various



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information from computer database as requested by police officers.

- Operates telecommunications device for the hearing impaired, sends, acknowledges, and logs communications/dispatched with all citizens.
- Notifies appropriate personnel and/or supervisor of critical situations, weather related information and problems with communications or computer equipment.
- Maintains assorted logs detailing daily activity including wrecker service, warrants, dispatching, message, LINK/NCIC entries/retrievals of information, facsimiles and teletypes, and administrative.
- Performs administrative support duties such as replenishing various forms, changing computer paper, shredding confidential material, disseminating information to various departments, pulling entry cards for validation, maintaining printer and link copier, and backing up computer data.
- Attends training courses as offered by the department or as required by law and to promote improved job performance; assists with training new dispatchers.
- Prepares, processes, and/or files a variety of forms, teletypes, legal documents, requests, reports, correspondence, and other documentation associated with the daily routine of this position; maintains files and administrative records.
- Cooperates with federal, state and local law enforcement agencies and its officers or representatives when their activities or investigations related to on-going investigations within the jurisdiction.

ADDITIONAL FUNCTIONS:

Performs clerical support tasks, which may include sending facsimiles, filing, making photocopies, duplication phone/radio conversation tape files. Locating telephone numbers and addresses, and researching and contacting business/residence call-outs as necessary. Takes and relays messages to officer, other divisions, or local agencies; places calls for officers and supervisors. Substitutes for co-workers in temporary absence of same; may be required to regularly work on various shifts, weekends, and/or holidays as deemed necessary. Performs related duties as required, necessary or assigned.

PERFORMANCE APTITUDES:

Data Utilization: Requires the ability to calculate and/or tabulate data; includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials use in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, Incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercised judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.