

## Sumner County

### Emergency Communications Center

#### SUMMARY

Job Title: Director of Emergency Communications  
Reports To: Executive Committee of the Emergency Communication Center with daily oversight from the County Mayor  
Job Type: Full Time  
FSLA Status: Exempt  
Salary Range: Salary Commensurate with Experience with a range between \$105,000 and \$125,000  
Location: Gallatin, TN  
Closing Date: November 30, 2023

#### POSITION OVERVIEW

This is an executive role with responsibility for the administration and management of a consolidated emergency communication center. General duties include planning, organizing, directing, and overall supervision of the consolidated dispatch center that services Sumner County, Tennessee and five municipalities within Sumner County. Responsibilities include law enforcement, fire, emergency medical and emergency management communications services. This position is managed by the Sumner County Mayor and answerable to the Executive Committee of the Emergency Communications Center (Executive Committee). The Position regularly provides reports to and meets with the Operations Committee, the membership of which is comprised of representatives of all agencies that are dispatched by the Emergency Communications Center.

#### Duties and Responsibilities

- Manages the Sumner County Emergency Communication Center in accordance with County and Executive Committee policies; in addition to federal, state, and local laws and regulations.
- Keeps the Sumner County Operations and Executive Committees (the Committees) apprised of financial conditions, major developments, and other center matters, as appropriate.
- Works closely with the county 911 Board and director in mapping and addressing equipment and information technology issues.
- Develops and revises policies and procedures to ensure that industry standards are maintained.
- Performs general oversight of the operations of the center.
- Works closely with multi-jurisdictional and multi-disciplinary consolidated dispatch board which has authority for operational protocols.
- Supervises staff and makes employment-related decisions and recommendations related to hiring, training, performance evaluations, and disciplinary/corrective actions, up to and including termination.

- Prepares and distributes financial information to the Committees, staff, and to other parties, as appropriate.
- Researches equipment, databases, networks, and technical support services on a regular basis in order to improve the level of services provided.
- Establishes and maintains effective work relationships with the Committees and other agencies to achieve mutual objectives.
- Develops long-range operational and strategic plans to ensure reliable emergency communications in Sumner County.
- Assists with preparing and recommending an annual operational and capital budget to the Executive Board.
- Administers the budget within approved parameters, making recommendations to the Executive Committee of changes or deviations from the approved budget as necessary.
- Monitors and evaluates the performance of vendors, contractors, and consultants.
- Coordinates and oversees major repairs, maintenance, and replacement of all center equipment as applicable.
- Attends Sumner County 911 Board and Emergency Services meetings, State of Tennessee 911 Board meetings, County EMS Committee and industry conferences, such as those sponsored by the National Emergency Number Association (NENA), Association of Public Communication Officials (APCO), and state associations.
- Responds to complaints and concerns from citizens and other agencies.
- This list is not intended to be all-inclusive. Position requires other duties as assigned to meet the ongoing needs of the organization.

## **Requirements**

- Bachelor's Degree from an accredited institution, preferably in Management, Business Administration, Public Administration, Human Resources, Organizational Leadership or a closely related field.
- Experience as a Director or Assistant Director of an emergency communication center or similar job responsibilities may be substituted for the above educational requirement.
- Five (5) years of experience in public safety and/or emergency services with at least five (5) years in a supervisory/managerial capacity.
- Familiarity with all aspects of public safety dispatching.
- Must be familiar with PSAP administration, radio and telecommunications and computer-aided dispatching systems.
- Must have intermediate to advanced computer skills, including familiarity with Microsoft Office software, and the ability to communicate by e-mail.
- Must be a U.S. citizen or already possess documents to legally work in the United States
- Must possess a valid driver's license.
- Must have current NCIC certification through the Tennessee Bureau of Investigation, or be eligible to become certified upon employment.
- Must pass a criminal background check according to TBI/FBI guidelines.
- Must be able to pass a drug. Screen and psychological evaluation.

- Required to live in or relocate to Sumner County and be on call 24 hours per day, 7 days per week for emergencies relating to the 911 center. The Executive Committee may waive the residency requirement if it determines the residence is within a reasonable distance of the Emergency Communication Center to allow for a timely response.

### **Other Desired Skills/Abilities**

- Proficient writing ability.
- Knowledge of customer service and public relations practices.
- Exceptional communication skills.
- Knowledge of budget preparation and analysis.
- Ability to establish and maintain effective relationships with personnel, department leaders, public officials, and vendors.
- Must possess knowledge of Emergency Communication operations and technology.

### **PHYSICAL DEMANDS AND SENSORY REQUIREMENT:**

This job requires the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (10-30 pounds). This job requires the motor coordination and manual dexterity required to manipulate small objects quickly and accurately.

Other physical demands that may be required are as follows:

1. Climbing
2. Reaching
3. Talking (communicating orally)
4. Hearing
5. Seeing; perceiving and discriminating depth and visual cues or signals, which includes the ability to distinguish between different colors and different shades of the same color.

### **ENVIRONMENTAL FACTORS:**

Though much of the work will be conducted in office settings, there will be occasional exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature extremes, traffic hazards, or bright/dim light.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be a complete list of responsibilities, duties and skills required of personnel so assigned.

Resumes, applications, and general inquiries should be directed to LeeAnn Bristol, administrative assistant to Mayor John Isbell, at [lbristol@sumnercountyttn.gov](mailto:lbristol@sumnercountyttn.gov) or 615-452-3604.

**Resume and application submission deadline is November 30, 2023.**

The salary is depending on qualifications with a range of \$105,000 to \$125,000 annually with competitive benefits offered by Sumner County Government.

Sumner County Government is an equal opportunity employer.