

2.8.0 Job Descriptions

2.8.1 Job Description: Unicoi County Emergency Communications District Director

Position	Director
Supervisor Responsible	9-1-1 Board of Directors
Associated Compensation	TBD by Board of Directors "Exempt Employee"

Function

This is a professional, administrative, and highly technical work of a difficult and professional nature in developing, directing, and maintaining the Unicoi County 911 Emergency Telephone System. Work is performed under the supervision of the Board of Directors of the Unicoi County Emergency Communications District (BOD) and is reviewed through conferences and reports of achievement of desired results.

Characteristics of Work

The director, through the application of technical and management skills, is responsible for overseeing an accurate Database of Unicoi County's street names, street address spans, and law enforcement, fire, and medical jurisdiction for each street, for the proper operation of the 911 system, for promoting an overall awareness among the citizenry of Unicoi County, the Town of Erwin, and the Town of Unicoi of the uses of the 911 Emergency Telephone System, coordination with all law enforcement, fire, and medical agencies on all matters pertaining to the 911 Emergency Telephone System, coordinating with the participating telephone company on all matters pertaining to the 911 Emergency Telephone System. Work is performed with latitude for the exercise of creative judgment in developing and maintaining the 911 Emergency Telephone System.

Job Responsibilities

- Monitor a computer system that will successfully route all emergency calls to its proper jurisdiction or public safety answering point (PSAP) and dispatch all safety vehicles.
- Develop procedures and documentation for the proper implementation and operation of the 911 Emergency Telephone System.
- Compile the annual budget.
- Coordinate with law enforcement, fire, and medical agencies on the development and accuracy of each agencies part of the MSAG.
- Responsible for the maintenance and upgrade of the radio system.
- Oversee the hiring, termination, evaluation, and discipline of District employees.

- Provide assistance and information to the public on the uses of all features of the 911 Emergency Telephone System.
- Maintain working relationships with the County and Municipal Governments, particularly with law enforcement, fire, and medical agencies, so as to promote the success of the 911 Emergency Telephone System.
- Coordinate the research and development of plan to expand or upgrade the 911 Emergency Telephone System.
- Coordinate with State and Federal agencies in meeting all requirements for the 911 Emergency Telephone System.
- Responsible for building design, renovation, and maintenance.
- Acts as purchasing agent for the District.
- Develop policies and standard operational procedures for BOD's approval.
- Oversee the maintenance and upgrade of the Computer Aided Dispatch System.
- Responsible for the coordination and maintenance of the Unicoi County Central Dispatch Center.
- Perform related work as required.

Minimum Qualifications

Minimum educational requirement of high school diploma or General Equivalency Degree. However, a bachelor's degree, associate degree, or sixty hours of completed course work in the fields of Public Management, Public Administration, Business Administration, Engineering, Computer Science, Technology, Emergency Management, or Criminal Justice is preferred. Managerial or supervisory experience consisting of five years is required. Must possess or have the ability to obtain within twelve months of hire NENA relevant certifications, or Emergency Number Professional (ENP). Emergency Medical Dispatcher training is also preferred. Possess excellent communication skills, organizational and motivational skills, and be available to be on call at all times, as duties of position dictate. Years of experience may be factored in lieu of education at the discretion of the BOD.