

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title: 911 Division Chief
Department: Telecommunications
Revised: October 2020

Class: Official/Administrator
FLSA: Exempt

This job description supersedes any prior description for the Telecommunications Division Chief classification.

GENERAL DESCRIPTION

Administrative and technical work assisting in the management of the Rowan County 911 Telecommunications Center and emergency telecommunicators, maintenance and operation of communication equipment, maintaining the E 9-1-1 database, and training telecommunications personnel. Supervision is received from the Emergency Services Chief through evaluation of work performed and through periodic conferences.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Assists in managing the operation of the County's 911 Telecommunications Center; assists in supervising the day-to-day activities and staffing of the Emergency Communications Center, and coordinating the personnel to assure adequate staffing.

Responds to and investigates complaints in relation to calls for service.

Evaluates job performance and completes performance appraisals.

Assures compliance of all rules and regulations pertaining to employee education, certification, and re-certification of Emergency Dispatch Protocols, DCI, and others as necessary.

Performs system analysis of the various communications system components including telephone, radio, and data transmit/receive functions.

Directs the operation of various computer resource information systems in the Communications Center including the address databases for the Computer Aided Dispatch (CAD) system, and dispatch call logs.

Maintains mobile and portable radios, pagers, cell phones, and data cards including programming, re-programming, repairs, and some infrastructure equipment.

Assists in preparing the departmental budget.

Assists various County Departments in the use of radio and telecommunications equipment.

Receives and dispatches calls as needed.

Updates and maintains CAD response plans.

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OTHER JOB FUNCTIONS

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of the operations of an Emergency Telecommunications Center.

Thorough knowledge of the protocols and dispatch of the appropriate emergency service department and equipment.

Thorough knowledge of basic electronics and technical language.

Knowledge of the theory of operation of radio, telephone, and computer systems and how they combine to make an integrated communications system.

Considerable knowledge of the organization and function of local government.

Ability to plan, program, direct, and control work and employees involved in the Communications Department.

Ability to communicate effectively, orally and in writing.

Ability to maintain effective working relationships with officials, department directors, subordinates, and key employees in other departments.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs or less. Work may include extended period of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle. Employee is not substantially exposed to adverse environmental conditions or hazardous materials.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

MINIMUM EXPERIENCE AND TRAINING

Associate's Degree from an accredited college or university in Electronics, Communications, Public Safety, or related field and five years of experience as a public safety telecommunicator; or an equivalent combination of experience and/or education. Supervisory experience preferred. IAED law, fire and medical, QA certification; CPR, ICS 300 and 400; and NC PSAP Managers Certification required.

**This job description does not create an employment contract,
implied or otherwise.**