

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

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

Class: Official/Administrator
FLSA: Exempt

This job description supersedes any prior description for the Telecommunications Section 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 exercised over a staff of Battalion Chiefs and Telecommunicators. Supervision is received from the Telecommunications Division 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.

Supervises the Battalion Chiefs and Telecommunicators in the performance of their duties; evaluates their job performance and completes performance appraisals as necessary.

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

Coordinates the activities and training of telecommunicators to provide necessary support functions for law enforcement, emergency medical, fire, and rescue activities in the County.

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

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

Receives and dispatches calls as needed.

Updates and maintains CAD response plans.

OTHER JOB FUNCTIONS

Performs related duties as required.

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

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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 three years of experience as a public safety telecommunicator; or high school diploma and five years of related experience. 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.**