

ROWAN COUNTY HUMAN RESOURCES

JOB DESCRIPTION

Job Title : Telecommunications Director
Department: Telecommunications
Revised : March 2010

Class : Official/Administrator
FLSA: Exempt

This job description supersedes any prior description for the Telecommunications Director classification.

GENERAL DESCRIPTION

Administrative and technical work involving 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 County Manager 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.)

Manages the operation of the County's 911 Telecommunications Center; supervises the day-to-day activities and staffing of the Emergency Communications Center, coordinating the personnel to assure adequate staffing.

Releases information including call records and tape recordings to the media, court system, attorneys, and citizens as requested.

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

Hires and manages departmental personnel; evaluates job performance, completes performance appraisals; and discharges employees as necessary.

Assures compliance of all rules and regulations pertaining to employee education, certification, and re-certification of Emergency Medical Dispatch and DCI.

Maintains the County's master database of street, geographical, and information to enable the 9-1-1 system to perform properly.

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

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

Acts as the primary County representative of the Enhanced 9-1-1 Communications Center to other local, state, and national organizations.

Directs the operation of various computer resource information systems in the Communications Center including the address databases for the Computer Aided Dispatch (CAD) system, E 9-1-1 address database file (MSAG), National Weather Service terminal, and dispatch call logs.

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

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Prepares and manages the departmental budget.

Assists various County Departments in the use of radio and telecommunications equipment; purchases, maintains, and oversees repairs of all 911 Equipment including 911 phone system, Computer Aided Dispatch System, and radio system.

Manages the County's phone system and voice mail system including moves, changes, add-ons, and deletions.

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 may be exposed to hazardous materials.

EXPOSURE CONTROL

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

MINIMUM EXPERIENCE AND TRAINING

Bachelor's Degree from an accredited college or university in Electronics, Communications, Public Safety, or related field and two years of experience as a public safety telecommunicator; or an Associate's Degree from an accredited college or university in Electronics, Communications, Public Safety, or related field and four years of experience as a public safety telecommunicator. Supervisory experience preferred.

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