



**BROWN COUNTY REGIONAL COMMUNICATIONS
CENTER
JOB DESCRIPTION**

Job Title: Assistant Director of Communications
Department: Brown County Regional Communications Center
Reports To: Director of Communications
Starting Salary: \$32,000 annually (\$30,000 if not already certified by State).
Prepared By: Director of Communications, Randall D. Bickford
Prepared Date: May 16, 2005
Approved By: Communications Council, May 17, 2005
Brown County Commission, May 24, 2005

SUMMARY:

Assists the Director in the daily operation, supervision, and administration of the Brown County Regional Communications Center.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Under direction of the Communications Director, the Deputy Director will:

Hire, assign, direct, schedule, evaluate, counsel and discipline staff. Administer terms and conditions of personnel rules. Process grievances and appeals. Develop and administer training programs to ensure proficiency of communications staff. Develop and direct; documentation, data base and records management procedures. Prepare reports and correspondence.

Supervise and coordinate; planning, development, installation, operation and transfer of public safety communications and Emergency Telephone System (911) equipment. Identify deficiencies in systems hardware. Prepare specifications for the purchase of communications equipment.

Direct and coordinate all operations involved with the communications center including, but not limited to; all public safety communications and dispatch services within its jurisdiction, and regional Emergency Telephone System (911) service. Develop and administer operating policies, procedures, and standards. Coordinate procedures with user representatives. Administer data base and record keeping functions. Maintain liaison with the City-Township-County-State-Federal officials.

Maintain all equipment assigned to, owned, or controlled by the communications center. Administer service contracts to maintain equipment.

Supervise and control maintenance for all public safety communications equipment as may be assigned to, owned, or controlled by the communications center.

Manage center's revenue and expenditures. Develop operational and management budgets for: personal services, supplies-materials-services, and equipment purchases. Continuously review federal and state funding programs to improve the public safety communications program. Maintain a constant awareness of new products, systems and program improvements through self-education, associations, and other available resources.

Monitor compliance with regulatory standards and statutes to maintain required certifications for systems operation. Represents center in relations with regulatory agencies. Represent the center in meeting with the public Boards and organizations, the news media, etc., as requested for public dissemination of information about the center.

Employee must meet training and certification requirements as a public safety dispatcher, and may be required to work the position of public safety dispatcher as staffing or operational needs of the center dictate, or as otherwise assigned by the Director.

Work under the general direction of the Communications Director. Perform other related duties as assigned by the Director.

SUPERVISORY RESPONSIBILITIES:

Exercises supervision over a staff of non-supervisory technical/clerical dispatch personnel. Will assist in the overall direction, coordination, and evaluation of the center. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS:

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must have thorough knowledge of public safety communications and the dispatching and delivery of emergency services. Considerable knowledge of public safety policies and procedures, and technical knowledge of telecommunications equipment. Must have established record demonstrating ability to maintain effective working relationships with all segments of public safety, government officials, and the general public. Must have the ability to write clear and concise reports. Training and/or experience which demonstrates proficiency and technical ability in the fields of telecommunications and

radio communications, computer science and data processing is desirable. Work experience as a public safety dispatcher is preferred.

Thorough knowledge of management principles and practices applies in a public safety agency.

EDUCATION:

A baccalaureate or associate degree in public administration, criminal justice, computer science, telecommunications, engineering, data processing or related field is desirable. Must possess a high school diploma or GED certificate. Knowledge, licenses, or certifications establishing proficiency in radio, electronic and telecommunications procedures, equipment, signals, codes and FCC regulations is highly desirable.

EXPERIENCE:

Three years supervisory and administrative experience in the field of public safety, emergency services, radio or telecommunications, or comparable training and experience determined equivalent by the Communications Director. Prior work experience as a public safety dispatcher is preferred.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and government regulations. Ability to write reports, business correspondence, procedure manuals. Ability to effectively present information and respond to questions from Standards Committee, Communications Council and City/County Commissioners.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

Must acquire certification by the State of South Dakota as a public safety dispatcher within one year of hire and maintain certification throughout employment. Must maintain a valid driver's license throughout employment.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is routinely exposed to wet and/or humid conditions, outside weather conditions and risk of electric shock. The noise level in the work environment is usually moderate.

Because the Communications Center is multi-jurisdictional center occasional travel may be required. Overnight travel is anticipated.

WORK HOURS:

Because the Communications Center operates on a 24/7 basis, the employee in this position must be able to work any shift as determined by the Director and the operational needs of the Communications Center as required. This may include nights, weekends, and holidays.