

Job Description for the Jasper County, GA E911 Director

This position will be responsible for managing, directing, and leading the Communications Center in partnership with the Jasper County Public Safety organizations under the direction of the Jasper County 911 Joint Authority Board.

Requirements include managing, directing, and evaluating assigned staff; organizing, and managing the day-to-day operational functions of the E-911 Department to provide effective and timely emergency services countywide.

General Description and Classification Standards

Purpose of Classification:

Under the policies set forth by the Jasper County 911 Joint Authority, the purpose of this classification is to plan, organize, direct, and supervise the Jasper County E-911 Communications Center's operations for the county.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Operational responsibilities:

Provides human resource support for the 911 Communication Officers including managing the staffing process, recruiting, interviewing, hiring and onboarding. Investigate employee issues and conflicts and bring them to resolution. Ensure the organization is compliant with local, state and federal regulations including FMLA.

Manages, directs, and evaluates assigned staff; oversees employee work schedules to ensure adequate coverage and control.

Plans, organizes, and manages the day-to-day operational functions of the E-911 Department. Creates goals and objectives to develop short and long-range plans.

Creates policy and standards for E-911 Communication Officers. Annual employee evaluations for all E-911 Communications Officers.

Finance:

Manages department financial resources; develops and implements departmental budget, including establishing priorities for capital and material requirements; monitors expenditures to ensure compliance with approved budget. Reviews and approves payroll, bills, invoices, purchase orders, contracts and other financial documents.

1. Reviews and pays all bills in a timely manner.
2. Complete and signed appropriate required state and federal employee documents by each employee within 3 days of hire. (examples: W4, G4, and I9 (eVerify))
3. Review timecards and prepare payroll for all personnel
4. Retain and file all invoices, check copies, timecards, and documentation.

5. Coordinates with the Jasper 911 Authority Board Treasurer to prepare financial packet for authority meetings.
6. Annual budget preparation – coordinates with the Chairperson and Treasurer to prepare annual budget for submission to the Joint 911 Authority in a timely manner.

Equipment:

Plans for and manages the use of department equipment, public safety radio systems, communication systems and facilities. Ensures proper maintenance and repair of communications equipment, radios, and systems.

Coordinates with contractors, vendors and suppliers regarding the procurement of new equipment, services and supplies to plan for future department technology needs.

Emergency Services Calls For Service:

Oversees dispatching of Law Enforcement, EMS and Fire calls. Trains 911 Communication Officers on dispatching protocols. Oversees recording of incident traffic in CAD system.

Provides Emergency Services Agencies Personnel with CAD reports needed to report completions and information from incident reported to completion.

Partners with Emergency Services Agencies to develop and maintain protocols to support the GA Burn Permitting system.

Works to improve dispatching criteria and GIS technology response and incident operations (ex: house location, hydrant location, etc.)

Supports the **Active 911 Emergency Response** app used by the Jasper County Emergency Services Agencies to improve effectiveness.

Supports Fire Rescue to develop and maintain a secondary paging system. Improve technologies for effective response and notifications. Maintain and operate the warning systems within the county.

Notifies and provides feedback to Emergency Services Agency Heads when complex and /or rare incidents occur (ex: missing person / airplane crash / structure fire, etc).

Notifies and provides feedback to the Emergency Services Agencies when problems occur between agencies to ensure smooth and effective operations.

Minimum Qualifications:

High School Diploma or GED required, supplemented by vocational or technical training in a related field; supplemented by five years of experience in public safety dispatch and/or 911 emergency communications experience; to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid Georgia driver's license. Must possess and maintain the following: Georgia Crime Information Center (GCIC) and National Crime Information Center (NCIC) Certification, Emergency Medical Dispatch (EMD) Certification, Georgia Peace Officer Standards and Training (POST)

Certification, and Cardiopulmonary Resuscitation (CPR) Certification. All certifications must be obtained and maintained within one (1) year of employment.

Must possess and maintain APCO Registered Public-Safety Leader (RPL) Certification - within 24 months of employment and APCO Communications Center Supervisor Certification - within 24 months of employment.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all county or departmental policies, practices, and procedures necessary to function effectively in the position.

Date Approved:

Date Reviewed with Director:

Personnel Committee Members: *Julie Bennett, Dee Garland & Gail Harrell*

Emergency Management Agency (EMA) - **Not Under the Joint 911 Authority Board**

Carries out the duties of the Emergency Management Agency (EMA) responsibilities on behalf of Jasper County Board of Commissioners.

Coordinates with public safety agencies, or other officials to review and enhance operations/activities; reviews/resolves problems, receives advice/direction, and provides recommendations; and advises Jasper County 911 Joint Authority and/or Jasper County Commissioners of 911 situations, solutions, major incidents, and other problems.