

DEPARTMENT: SHERIFF
CLASSIFICATION: COMPETITIVE
APPROVED: MARCH 7, 2016

DIRECTOR OF EMERGENCY COMMUNICATIONS

DISTINGUISHING FEATURES OF THE CLASS: This is a managerial and technical position responsible for developing policies and procedures and overseeing fiscal, operating, and supervisory functions for the Niagara County Communications Center. This position is responsible for the efficient and effective delivery of services, resource management, and the design, refinement, and integration of E-911 systems and operating methods. The incumbent plans, implements, equips, budgets, staffs, and maintains radio and microwave communication services maintained or supported by Niagara County. The incumbent serves as a liaison between the emergency service providers and the municipalities using the Niagara County Communications Center. The incumbent reports directly to the Sheriff for administration and budget oversight and exercises general supervision over the work of subordinate dispatchers and related personnel. The work is performed with leeway allowed for the exercise of independent judgment when carrying out the technical details of the job. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Coordinates current and long-term planning for the Communications Center including the development, recommendation, and implementation of rules, regulations, and standard operating procedures;
2. Prepares the annual operating and capital budget requests for the Communications Center;
3. Oversees and administers the development, purchase, integration and installation of all public safety related hardware and software;
4. Develops and recommends staffing levels and structure;
5. Supervises the maintenance of records pertaining to the operation of the Communications Center;
6. Ensures that all dispatchers are properly trained and evaluates all staff periodically and annually;
7. Evaluates and coordinates existing communication services of police, fire, and highway agencies, ambulance services, and inter-governmental communications services and makes necessary recommendations;
8. Collaborates with other public safety agencies, including police, fire and emergency medical services organizations as functions interface with those of the Communications Center and serves as the representative of the Communications Center;
9. Consults and works with emergency service providers to obtain required coordination, support and problem resolution;
10. Develops and administers training programs to ensure proficiency of communications staff;
11. Monitors and ensures compliance with regulatory standards, statutes, and licensing requirements to maintain required certification for system operation;
12. Resolves complaints on issues related to Emergency Communication System operation;
13. Coordinates the routine testing, inspection, and upgrades of communications equipment and systems;
14. Supervises all communications staff; supervisory duties include scheduling shifts, authorizing leave time, instructing, planning and assigning work; evaluating performance; maintaining compliance with standards, policies and procedures; coordinating activities; acting on employee problems; and making recommendations on employee hires, commendations, discipline, promotions and discharge;
15. Prepares public informational materials regarding the Communications Center;
16. Documents and distributes through appropriate communication channels and the work order processes all reported malfunctions and proposed enhancements of any technology equipment and systems used within the Communications Center;
17. Performs the duties of a Sheriff's Dispatcher or Senior Sheriff's Dispatcher when necessary and is expected to report for duty during emergency situations;

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DIRECTOR OF EMERGENCY COMMUNICATIONS CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the geography of the county including location of streets, towns, villages, water systems, college campuses, apartment complexes, fire department and emergency medical service operating areas, etc.; good knowledge of law enforcement, firefighting, and emergency medical dispatching principles, practices, methods, techniques and equipment; good knowledge and skill related to the operation of, and regulations governing, the proper use and configuration of emergency service communications systems, technology and equipment; good knowledge of applicable laws, rules and regulations governing mutual aid, disaster preparedness, disaster assistance, police procedures, alarm systems, operations standards, and emergency response and rescue operations; good knowledge of the principles, practices and techniques of effective supervision, staff development, and training; skill in using an alphanumeric keyboard; ability to plan, schedule and supervise the work of others; ability to operate a wide variety of emergency communications tools and equipment requiring a high level of precision and dexterity; ability to express ideas clearly and effectively, both orally and in writing; ability to prepare reports and records; ability to communicate orally during emergency situations; ability to perform calmly and efficiently in emergency situations; ability to deal effectively with the public in stressful situations; ability to maintain inventory and equipment; ability to train new employees in the correct procedures to be utilized and the professional conduct required in the Communications Center; ability to exercise good judgment, tact and courtesy in difficult, stressful situations; physical and mental condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

SUGGESTED PROMOTIONAL: Four (4) years of full-time permanent competitive status as a Senior Sheriff Dispatcher in the Niagara County Sheriff's Office immediately preceding the date of the written examination.

OPEN COMPETITIVE:

Graduation from a regionally accredited or New York State registered four year college or university with a Bachelors Degree **AND** six (6) years of paid (or the equivalent part-time and/or volunteer) experience working in a multi-agency public safety communications center with contemporary computer aided dispatch, mobile data radio and electronic records management systems, four (4) years of which must have been in a supervisory position; **OR**

Graduation from a regionally accredited or New York State registered two year college with an Associates **AND** eight (8) years of paid experience working in a multi-agency public safety communications center with contemporary computer aided dispatch, mobile data radio and electronic records management systems, four (4) years of which must have been in a supervisory position; **OR**

Graduation from high school or possession of an equivalency diploma **AND** ten (10) years of paid experience working in a multi-agency public safety communications center with contemporary computer aided dispatch, mobile data radio and electronic records management systems, four (4) years of which must have been in a supervisory position.

NOTE: Part-time experience will be pro-rated.

SPECIAL REQUIREMENTS:

1. Applicants must possess Emergency Medical Dispatch (EMD) certification at the time of appointment;
2. An applicant must be eligible for all DCJS and NCIC certifications at the time of application and, if hired, must maintain such eligibility throughout the life of employment;
3. Appointees must possess Basic CPR certification at the time of appointment and maintain certification in Basic CPR throughout the life of employment. Certification can be through the: American Heart Association as Basic Life Support Health Care Provider (including infant, child and adult), American Red Cross or any other equivalent as determined by the Personnel Officer;
4. Possession of applicable New York State Driver's License at time of appointment & throughout employment.