

Mahaska County E911 Director

Job Description

Summary

This position is responsible for the staffing, supervision, direction, training and administration of the E911 Communications Center in Mahaska County. This position will work closely with Law Enforcement, Fire and Rescue departments and Emergency Management personnel to ensure the highest quality of emergency services are provided to Mahaska County. This position requires a high level of responsibility, flexibility, attention to detail, the ability to work under pressure and the ability to maintain privacy and confidentiality in a 24hr/7 day operation.

Duties and Responsibilities

- Manages the installation, the operation and the repairs/maintenance of all new and existing equipment, building and grounds to completion.
- Evaluates and maintains systems efficiency and ensures that all systems and all departments work cohesively together.
- Prepares and provides documentation of equipment inventory and maintenance records.
- Responsible for staffing, training, scheduling, supervising, and evaluating the dispatch personnel for a 24 hr/7 day operation.
- Assists to develop plans and programs necessary to deal with all emergency situations within Mahaska County and coordinates those plans with other counties and/or agencies.
- Ensures that all policies and procedures are enforced.
- Identifies and investigates all public complaints and ensures quick and complete resolution.
- Responsible for maintaining an accurate database of Mahaska County road and street addresses and the law enforcement, fire/emergency and medical teams that have jurisdictions in each of those locations.
- Fulfills public requests for information.
- Responsible for maintaining the safety, security and confidentiality of the reports, the records, the building and the grounds surrounding the E911 Communication Center.
- Coordinates the E911 addresses with the County Engineer, the telephone company and

the city clerks by maintaining a current "Master Street Address Guide".

- Determines and presents budgetary requirements and operates within the approved budget.
- Researches, prepares and communicates strategic long term plans for Mahaska County's E911 Communications Center.
- Prepares reports, attends and actively participates in all E911 Board meetings and committee meetings.
- Communicates, consults and advises County personnel and local agencies on data, projects, issues, and/or operations.
- Performs all other duties as assigned.

Knowledge, Skills, Abilities and Other Characteristics

- Communicates clearly and maintains an effective working relationship with all levels of the State, the County, the community and the public and asks questions or seeks direction from the appropriate sources when needed.
- Can locate resources for local, state and federal grant applications, complete grant applications and administer approved grant funding.
- Has the willingness and flexibility to continually learn new regulations, procedures, equipment and systems and has the ability to train others.
- Has excellent problem-solving skills in stressful emergency situations and can react quickly and accurately to the situation.
- Can work in a supervisory capacity to build a knowledgeable team with a strong work ethic to meet department requirements and deadlines.
- Has the technical knowledge of emergency procedures and documentation required by state and federal regulatory agencies.

Managers

This position reports directly to the E911 manager.

Minimum Requirements

- Must possess an Associate's Degree or commensurate experience in a related field and a Bachelor's Degree is strongly preferred.
- Must have a minimum of 2-3 years of previous supervisory experience and possess experience in safety dispatch or a combination of education, training and experience.

- Must possess a valid driver's license at the time of hire and maintain it throughout the course of employment.
- Must be able to travel from place of residence to the E911 Communication within 30 minutes.
- United States citizenship.

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Other Requirements

- Must have ability to transport oneself to and from various locations around Mahaska County.
- Must have the ability to effectively operate and utilize a computer and any other equipment that is used to perform the essential duties and responsibilities of the job.
- Must be able to work longer hours on emergencies or projects as needed.
- Must be able to pass:
 - Thorough background investigation;
 - Psychological screening (MMPI II and M*Pulse)
 - Medical and drug screening.
- Must be certified in NCIC, CPR and EMD.
- Must successfully complete a keyboarding test equivalent to Telecommunicator Testing Requirements.
- Other testing as determined by the manager.

This job description is not an all-inclusive list of duties and/or skills and is not to be considered a contract of employment.