

E-911 Dispatch Manager (911 Communications)

Cherokee County, SC

**Location**

110 Railroad Avenue
Gaffney, SC 29340

Job Type

Full Time

Department

E-911 Communications

FLSA

EXEMPT

Job Summary

Under limited direction of the E911 Director and in compliance with standard operating procedures and policies, oversees day-to-day operations in the communications division. With a strong focus on staff supervision, training, and performance improvement. Working closely with shift supervisors and telecommunicators, the Dispatch Manager ensures personnel are equipped to deliver timely, accurate, and professional emergency response services. The role also supports quality assurance, promotes a positive workplace culture, and fosters continuous learning and staff growth in a high-stakes, fast-paced environment.

Essential Functions

Essential Functions	% of Time
<ul style="list-style-type: none"> • Operational Oversight <ul style="list-style-type: none"> ➤ Direct and monitor daily operations of emergency call taking and dispatch services. ➤ Ensure efficient handling of emergency and non-emergency calls, and appropriate unit dispatching. ➤ Coordinate responses during major incidents, disasters, or high-priority calls. ➤ Conduct performance evaluations, address disciplinary actions, and promote staff retention and morale. ➤ Complete all FOIA requests for Cherokee County 911 	35%
<ul style="list-style-type: none"> • Personnel Management and Development <ul style="list-style-type: none"> ➤ Supervise and mentor shift supervisors, telecommunicators, and support staff. ➤ Coordinate staffing schedules, manage leave/time off requests, and oversee shift coverage ➤ Create floor plans to ensure effective communication throughout the radio room. 	25%
<ul style="list-style-type: none"> • Policy, Compliance, and Quality Assurance <ul style="list-style-type: none"> ➤ Develop, implement, and enforce standard operating procedures (SOPs) and policies. ➤ Lead or support QA/QI (Quality Assurance/Improvement) programs, identifying performance gaps and recommending improvements. 	15%
<ul style="list-style-type: none"> • Interagency Coordination and Incident Support <ul style="list-style-type: none"> ➤ Serve as an operational liaison to police, fire, EMS, and emergency management partners. ➤ Facilitate interdepartmental coordination, operational meetings, and joint training. ➤ Represent the center in city, county, or regional planning committees or emergency coordination meetings. ➤ Appear in court to represent Cherokee County 911 	20%
<ul style="list-style-type: none"> • Data Analysis, Reporting, and Strategic Planning <ul style="list-style-type: none"> ➤ Analyze call and dispatch data to track performance metrics, call volume trends, and staffing needs. ➤ Prepare operational reports and recommend improvements to leadership. ➤ Assist in budgeting, strategic planning, and long-term development goals. 	5%

Qualifications

Job Requirements

- Associate or bachelor's degree in public safety administration, Criminal Justice, Emergency Management, Business Administration, or related field preferred OR 5 years related experience.
- Minimum of 5 years of experience in a public safety communications center, including at least 2 years in a supervisory or management capacity.
- Certifications (Required): ICS 100, 200, 700, 800, CPR Certification, Emergency Medical Dispatch (EMD), ETC (Emergency Telecommunicator Certification), NCIC Certification
- Proficiency in CAD systems, radio consoles, 911 call-taking platforms, and records management systems.
- Working knowledge of Microsoft Office Word and Excel.
- Must be able to operate a motor vehicle and in possession of a valid driver's license issued by the State of South Carolina
- Must be able to successfully pass a drug screen

Preferred Qualifications

- Experience in a consolidated 911 center strongly preferred.
- Certifications (Preferred or Obtainable within 1 year): APCO Registered Public-Safety Leader (RPL), APCO Communications Center Supervisor or Manager Certificate, CJIS Security Awareness Training

Performance Requirements

Knowledges and Abilities:

- Strong understanding of emergency communications systems, customer service, and dispatch protocol.
- Ability to lead teams, manage conflict, and support a high-performance, accountability-driven culture.

- Strong interpersonal, analytical, and organizational skills.
- Clear and effective verbal and written communication abilities.
- Ability to remain calm under pressure and make critical decisions in real-time.
- Familiarity with applicable local, state, and federal emergency management regulations and standards.

Other Information

Working Conditions

Primary Work Location: Cherokee County Administration Building
110 Railroad Avenue Gaffney, SC 29340

Physical Demands:

Continuously requires fine dexterity, sitting, handling, vision, foot controls, hearing, twisting, and talking. Frequently requires reaching.
Occasionally requires standing, walking, and climbing short flights of stairs.
Sedentary strength demands include exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.

Mental Demands:

Frequently requires time pressures, emergency situations, frequent change of tasks, irregular schedule/overtime, performing multiple tasks simultaneously, working closely with others as part of a team, tedious or exacting work, noisy/distracting environment, stress, training, documenting, and multitasking

Americans with Disabilities Act Compliance

Cherokee County is an Equal Opportunity Employer. To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions. Prospective and current employees should contact Human Resources to request an ADA accommodation.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.