

E-911 Director (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 broad administrative direction, provides leadership and strategic direction for determining the priorities, goals and objectives of Cherokee County E911, managing all functions and equipment. Participates in the development of E911s strategic plan. Responsible for the overall management and administration of the county's E911 Public Safety Answering Point (PSAP), Dispatch Center, and Technical Services Division. Oversees the seven-day-a-week 911 operations and dispatch services, training functions, and special projects. Reviews and initiates standard operating procedures for Communications to maintain up-to-date methods and practices. Responsible for the effective supervision and administration of the department to include hiring of Communications personnel, staff development and training, succession planning, performance management, employee relations, and prioritizing and assigning work and related activities. Administers human resources policies and procedures, determines appropriate personnel actions, evaluates resource needs, and manages the effective deployment of resources. Maintains archives of documents initiated by Communications and the audio recordings of telephone and radio traffic for police, fire, or EMS functions. Oversees all implemented technology and remain abreast of new regulations and 911 technological advances.

Essential Functions

Essential Functions	% of Time
Strategic Planning • Under the direction of the County Administrator develops and identifies strategic objectives; recommends alternatives and strategies for goal achievement; maintains an open line of communication with the County Administration to ensure the needs of the County and its citizens are met. • Provides project management duties for E911 projects. Plans for future process improvements and enhancements. Works closely and in conjunction with Information Services, GIS, and Emergency Management for planning and implementation of all systems, telecommunications, and radio improvements, upgrades, and replacement systems. Manages external support contractors for equipment and system support. • Develops the annual budget proposal for Cherokee County E911; monitors expenditures and approves purchases within authority.	40%
Daily Operations and Supervisory Responsibilities • Directly supervises all E911 personnel in all aspects of operations, ensuring that all rules, regulations, policies and procedures are followed • Oversees all training of new personnel to ensure the training coordinator is following approved training guidelines and policies; maintain complete and accurate training records • The incumbent must have the ability to work beyond scheduled hours and respond to after hour's calls in a time sensitive, critical manner when required. Must be willing and available to provide on-call support 24/7 to handle escalated emergency issues. • Ensures all personnel can effectively use all necessary computer systems required for dispatching, identifying locations through mapping software, handling radio and telephone calls, 911 recording, and communicating/researching with the South Carolina Law Enforcement Division. This training also includes basic understanding of equipment and fundamental troubleshooting. • Completes work performance evaluations in a fair and impartial manner on all personnel assigned to E911, in compliance with department and County policy	20%

• Ensures that radio calls and telephone calls are answered promptly and courteously • Ensures that all equipment and facilities of E911 are maintained • Ensures that accurate and complete documentation of citizen information is gathered and maintained and that all logs, tapes and call cards are generated in compliance with Federal, State, and local laws and departmental policy and procedures • Assigns a Communications Unit Leader under the Incident Command System during all simulated or actual disasters; participates as appropriate or according to the Emergency Operations Plan in county emergency response activities • Serves on a variety of committees as required or requested • Utilizes computerized data entry equipment and various software in the preparation of reports and graphic representations.	
Liaison to Other Agencies • South Carolina Law Enforcement Division: Oversee the NCIC/CCIC computer system. Any issue directly related to NCIC/CCIC shall be resolved only by those members who work within the criminal justice system. • Identifies, networks and coordinates with other departments, state and local, as well as all User Agencies within the County and surrounding area in order to ensure efficient communication and cooperation.	15%
Information Technology • Directs E911 Technical Services Division in coordinating with County IT on all issues related to E911's information technology.	10%
Emergency Management • Notifies Emergency Management of critical incidents, as they occur to provide time for large-scale response when needed • Perform any other duties as requested by the County Emergency Manager to assist Emergency Management.	10%
Misc. • Other Duties as Assigned	5%

Qualifications

Job Requirements

- Associate's degree in business and/or public safety field and a minimum of 7 years in a public safety communications center, including at least 3 years in a supervisory or management capacity.
- IAED Emergency Medical Dispatcher
- IAED Emergency Telecommunicator Certification or completion of SCCJA Telecommunicator program
- NENA Dispatch Manager Certification
- Working knowledge of Microsoft Office Word and Excel.
- ICS 100, 200, 300, 400, 700, 800
- Emergency Numbers Professional (Completed by 2 years of hire date)
- 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

- Bachelor's degree in business and/or public safety field

Performance Requirements

Knowledge of:

- Applicable federal, state, and local laws and regulations including those governing the security and integrity of criminal justice information.
- Law enforcement codes, procedures, and practices.
- Fire communication and ICS regulations.

- Basic fireground processes and terms.
- Basic medical terms.
- The practices, methods, and procedures of operating a CAD system to dispatch police vehicles in response to calls.
- Methods and procedures of various operating and communications systems.
- The geography of Cherokee County as well as the spelling of County streets and area names.
- Techniques of questioning for both emergency and non-emergency calls.
- Principles and processes for providing customer and personal services.

Ability to:

- Learn, comprehend, and apply all County or departmental policies, practices, and procedures necessary to function effectively in the position.
- Interpret and apply state and federal laws and regulations.
- Deal effectively with the public and maintain cooperative relationships with fellow members of the Police Department and Fire Department.
- Sense a potentially dangerous situation and use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Operate a variety of computerized police information network systems.
- Operate communication equipment including telephones and radios.
- Handle multiple activities simultaneously while maintaining attention to detail.
- Prioritize emergency situations accurately.
- Apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.
- Independently analyze situations and quickly identify appropriate action.

- Condense and organize information received over the phone and radio into readable, sensibly typed remarks in a timely manner.
- Make timely and appropriate decisions under emergent circumstances based on technical standards, criteria, and policies.
- Remember numerous details and quickly recall essential information.
- Consistently think clearly and respond quickly in a wide variety of emergency situations.
- Deal effectively with people in a multi-cultural society under extremely stressful situations.
- Quickly perform multiple time-sensitive tasks with a high degree of accuracy.
- Articulate in a clear, concise manner, disseminating complete and accurate information in a logical and timely basis both orally and in writing.
- Demonstrate adequate hearing and visual acuity to successfully perform the essential job requirements.
- Work under stress relating to critical situations encountered by the public and responders and perform duties necessary to resolve problems.
- Be a team player and establish good working relationships; maintain self-control under stressful circumstances.
- Discern several conversations simultaneously, extract and disseminate appropriate information, prioritize actions, and respond in an effective manner for emergency and non-emergency situations.
- Provide effective customer service and obtain essential information from persons under emergency conditions.
- Remain calm and objective; think clearly and act quickly in emergency situations.
- Communicate information verbally to the general public, uniformed officers, and fire personnel clearly and effectively.
- Work appropriately with confidential material and information.

- Perform a variety of administrative/clerical tasks.
- Read from a written list and locate information, then respond using a keyboard.
- Listen to audio, locate information on a written list, and respond using a keyboard.
- Compare and contrast written data such as telephone numbers or addresses to determine whether the data is identical or different.
- Read and listen to identifying information (such as red Ford, blue Dodge) and recall that information shortly after.
- Listen to and comprehend information provided orally (such as a telephone call) while accurately entering the information into a computer.
- Use maps, give travel directions to others, and/or determine the best route to a specific location in an urbanized setting.
- Review, classify, categorize, prioritize, and/or analyze data.
- Proficiently use computers, Comtech telephone system, radio equipment, public safety camera system, fax machine, hand-held radio, PSJ Pro CAD, Kenwood Radio Systems, EAgent/NCIC software, TDD software, Rapid SOS 911 Location software, RapidDeploy location software, Microsoft Office Suite, Eventide Recording system, CodeRed Emergency Notification system, Zoom and Cisco Webex platforms, scanner, and printer.

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.