

**POSITION DESCRIPTION
COUNTY OF OWEN, INDIANA**

POSITION: Director
DEPARTMENT: Communications Center
WORK SCHEDULE: 8:00 a.m. – 5:00 p.m., M-F
JOB CATEGORY: PAT (Professional, Administrative, Technological)

DATE WRITTEN: November 2020
DATE REVISED: February 12, 2024

STATUS: Full-time
FLSA STATUS: Exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required, Owen County provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodations to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent services Director for Owen County Communications Center, responsible for the administrative and operational functions of the Owen County Communications Center developing and implementing policies.

DUTIES:

Provides supervision to all staff, including analyzing workload needs, reviewing position documentation, interviewing candidates, making hiring decisions, orienting new subordinates, planning and delegating, and controlling work assignments, establishing specific work goals, training/developing/motivating staff, determining significant changes in responsibilities, evaluating performance of staff, reviewing salaries, recommending personnel actions, keeping supervisor and staff informed, maintaining discipline and recommending corrective action, and communication and administering personnel programs.

Establishes, implements, monitors, and enforces standard operating procedures for the department.

Performs specialized research and analysis as required, including system analysis, workflow analysis, data analysis, and evaluation of operational needs.

Serves as Liaison with Indiana Statewide 911 Board, public safety providers, local government officials, and the public to ensure that mission objectives are achieved.

Develops and maintains disaster plans for the continuity of operations.

Ensures the County 911 System is in compliance with the applicable Public Safety Emergency Telephone Acts and subsequent statutes regarding the operation and administration of the Countywide 911 System.

Communications Center/Director

Identifies and serves as liaison to all telecommunication carriers, including wire line, wireless, and VoIP that provide end-user telephone service in the County.

Researches and tracks applicable 911 and emergency services legislation and plans and implements appropriate changes in administration and operation.

Identifies deficiencies in the operation of the 911 system, communications systems and data systems and recommends changes. Coordinates with all service providers, maintenance firms, and vendors for the maintenance repair of equipment and facilities.

Acts as the Communications Manager for the Emergency Operations Center during EOC activation.

Assists with the public education programs.

Works with Mapping/GIS personnel to ensure Master Street address Guide is updated and accurate and updates CAD Mapping program monthly.

Prepares and maintains budgets of cost for maintenance, operations, and personnel. Prepares and submits expenditures, claims, and payroll.

Completes reports, including annual expenditure and operational report for the Indiana Statewide 911 Board and monthly reports to County Commissioners.

Serves as IDACS/NCIC Coordinator/Assistant Coordinator, including supervising/developing/documenting training, disseminating system information updates, reporting rule violations, and validating information.

Performs duties of Communications Officer as needed.

Performs related duties as assigned or required.

JOB REQUIREMENTS:

Five (5) years public safety/emergency management experience with minimum two (2) years supervisory experience required.

Possession of and ability to maintain CPR and IDCAS/NCIC certifications and complete Emergency Medical, Police and Fire Dispatch, Public Safety Telecommunicator, and Quality Assurance courses.

Communications Center/Director

Ability to effectively communicate orally and in writing with co-workers, other County departments, Board of Commissioners, Police, Fire, emergency services, public safety agencies, telephone companies, vendors, and members of the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to provide public access to or maintain confidentiality of Department information and records according to state requirements.

Ability to comply with all employer and Department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to understand, memorize, retain and carry out oral and written instructions and present findings in oral or written form.

Ability to compile, analyze and evaluate data, make determinations, and take action based on data analysis.

Ability to perform arithmetic calculations quickly and accurately.

Ability to work independently and with others in a team environment, often amidst frequent distractions, interruptions, time constraints, and on several tasks at the same time.

Ability to apply knowledge of people and locations, plan/coordinate work assignments, and utilize good judgment in extreme and uncommon situations.

Ability to maintain positive public relations and plan/present public speaking presentations and special events.

Ability to testify in legal proceedings/court.

Ability to perform all functions as a Communications Officer.

Ability to occasionally work extended/weekends/evening hours, travel out of town for trainings or conferences, sometimes overnight, and respond to emergencies on 24-hour basis and regularly serve on call on rotation basis.

Possession of a valid Indiana driver's license and demonstrated safe driving record.

II. DIFFICULTY OF WORK:

Incumbent performs complicated/non-standard duties, spending the majority of time with short-term and long-range planning, policy implementation, and providing quality service/safety to the public. Incumbent establishes own standards of performance, subject only to guidance from Board.

III. RESPONSIBILITY:

Incumbent receives administrative or advisory direction from Owen County Board of Commissioners and develops own objectives for areas of responsibility. Incumbent establishes major administrative department/unit policies and procedures and is accountable for department/unit results. Decisions are restricted by only the broadest policy and/or guidance from Board. Work is reviewed primarily for appropriate direction of assigned operations, and compliance with legal requirements. Work errors could result in loss of time to correct error, potential lawsuits, and/or endangerment/loss of life to emergency service workers or members of the public.

IV. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County departments, Board of Commissioners, Police, Fire, emergency services, public safety agencies, telephone companies, vendors, and members of the public for purposes of giving and receiving information, executing policies, and making decisions/resolving problems.

Incumbent reports directly to Owen County Board of Commissioners.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment and communications center, involving working in a noisy environment, sitting/walking at will, standing/sitting for long periods, driving, lifting/carrying objects weighing under 50 pounds, reaching/bending, crouching/kneeling, close/far vision, color/depth perception, keyboarding, speaking clearly, hearing sounds/communication, and handling/grasping objects.

Incumbent occasionally works extended/weekends/evening hours, travels out of town for trainings or conferences, sometimes overnight, and responds to emergencies on 24-hour basis and regularly serve on call on rotation basis.

VI. OTHER:

The Director position is an appointive position of the County Commissioners. Specific job duties and job requirements are established at the discretion of the Board of County Commissioners. A person appointed to the Director position serves at the pleasure of the Commissioners and may be terminated by the Commissioners at any time.

Possession of and ability to maintain required advanced training or certification, including but not limited to, Technician Class Amateur Radio License, Public Safety certifications, and CAD Application Administrator.

Possession of and ability to maintain required certification/training in Department of Homeland Security, Federal Emergency Management Association, NIMS 100, NIMS 200, NIMS 300, NIMS 400, NIMS 700, and NIMS 800.

Ability to meet all County hiring requirements, including passage of a drug test.

Thorough knowledge of standard practices, procedures, rules and regulations of the Department and ability to establish and implement Department policies, directives, and general orders.

Thorough knowledge of public safety procedures, IT systems, and security as it relates to public safety, public safety radio systems, and outdoor warning siren systems.

Thorough knowledge of community geography and ability to read maps.

Working knowledge of/demonstrated ability in budget administration.

Working knowledge of standard English grammar, spelling and punctuation, and ability to compose correspondence, develop news releases, and prepare detailed written reports.

Working knowledge of emergency management regulations and standards, FCC regulations, as well as state and federal programs.

Working knowledge of radio frequencies, codes, procedures and limitations and ability to speak clearly and distinctly, hear and be heard and understood when communicating in person, by radio, or by telephone.

Ability to supervise assigned staff, including analyzing workload needs, reviewing position documentation, interviewing candidates, making hiring decisions, orienting new subordinates, planning, delegating, and controlling work assignments, establishing specific work goals, training/developing/motivating staff, determining significant changes in responsibilities, evaluating performance of staff, reviewing salaries, recommending personnel actions, keeping supervisor and staff informed, maintaining discipline and recommending corrective action, and communicating and administering personnel programs.

Ability to operate a variety of standard office computers and software, including but not limited to, Microsoft Office, Adobe Acrobat, Google Earth, and Quick Books.

Ability to operate a variety of office equipment and communication equipment, including, but not limited to, computer, calculator, vehicle, E-911 system, two-way radio, computerized telephone system, weather radio, paging system, and recording equipment.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT

The job description for the position of Director for Owen County Communications Center describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirement as outlined?
Yes _____ No _____

Applicant/Employee Signature

Date

Print or Type Name