



THURSTON 9-1-1 COMMUNICATIONS

Executive Director

Classification Specification 1105

Department: Administration
Pay Plan/FLSA Status: Appointed/Exempt
Reports to: TCOMM Administration Board
Supervises: Deputy Director, Human Resources Manager, Financial Manager, IT Manager, Technical Services Manager, Administrative Assistant

GENERAL DESCRIPTION

As the chief executive officer and agent of the Administration Board, the Executive Director is responsible for the overall management and direction of the agency, ensuring compliance with all federal and state laws covering 9-1-1 and public safety emergency dispatch services. Reporting directly to the Administration Board, this position is accountable for ensuring that all department functions are managed and services are provided in conformance with the policies of the TCOMM Administration and Operations Boards.

This job description reflects the general concept and intent of the classification and should not be construed as a detailed statement of all the work requirements that may be inherent in a position.

ESSENTIAL JOB FUNCTIONS

Provides overall management and supervision of the public safety answering point for Thurston County and serves as the 9-1-1 Coordinator; administers the work of the Center in accordance with the policies adopted by the Administration and Operation Boards.

Establishes policies and procedures to meet service requirements provided by the Operations Board and ensures that the purposes, policies and programs of TCOMM are fully and properly carried out in an efficient and fiscally responsible manner.

ESSENTIAL JOB FUNCTIONS (con't)

Has overall responsibility for short and long range planning to ensure continued reliable emergency communications for citizens and user agencies; defines goals and objectives and makes recommendations to the Administration and Operations Boards.

Provides administrative leadership including recruitment and selection, compensation, supervision and evaluation, discipline, and/or discharge.

Defines responsibility and authority of all subordinate positions, establishes standards of performance, sets annual compensation, identifies training needs, and initiates personnel actions.

Provides training and orientation of new employees regarding all aspects of the operations of the Center.

Oversees the upkeep and repair of all equipment in the agency to ensure proper operation at all times.

Oversees the acquisition and maintenance of all operating systems, including telephone, radio sites, radio consoles, 24 hour audio and data recording, back-up communications facility, Computer Aided Dispatch (CAD) and other computer systems. Recommends new systems and/or components for integration into existing system to provide additional or expanded services.

Oversees the technical maintenance of the Center's entire communications inventory, providing for standard and preventive maintenance as well as additional research and development into technical upgrades of TCOMM capabilities e.g. CAD, Enhanced 9-1-1, VHF, Microwave radio system.

Approves all documented systems procedures to ensure standards are maintained in the administration of the database and related dispatch programs.

Maintains overall responsibility for budget development and administration. Prepares and presents annual budget proposals to the Administration and Operations Boards; justifies budget requests and amendments and assures adherence to budget allocations. Directs the preparation and maintenance of records and reports to be used for cost breakout and other information data.

Acts as liaison with the telephone companies and the Washington State ACCESS system, and with the Federal Communications Commission and State Law Enforcement and Fire Frequency Coordinators for necessary radio frequency channel allocations and licensing.

ESSENTIAL JOB FUNCTIONS (con't)

Acts as technical adviser for user and non-user agencies, which may include system design assistance, equipment selection and expansion of existing systems.

Directs the development and implementation of all operating policies and procedures to improve efficiency and effectiveness. Provides for a comprehensive Standard Operating Procedures training manual to be maintained in current condition.

Meets with local officials, including law enforcement, fire, and EMS, to interface the operation of TCOMM with the Departments of Emergency Services and to coordinate emergency communications plans and preparedness in the event of emergencies/disasters.

Maintains effective working relationship with the Administration and Operations Boards, prepares reports/agenda for Police/Fire Chiefs and/or elected officials serving on the Operations or Administration Boards.

Directs the resolution of inquiries, public information requests, problems, complaints, or emergencies affecting the availability or quality of services. Responds directly to the most sensitive or complex inquiries or service complaints.

Represents the Agency on local, regional and national Boards relating to public safety telecommunications, and establishes credibility in legislative and regulatory policy.

Provides local State and Federal courts with necessary testimony when requested in matters of communications, audio/data productions, etc., as necessary.

Performs other duties as assigned.

WORKING CONDITIONS

Work is performed in a secured office. Work also involves travel to various locations within the County, including remote locations involving rough terrain. Travel to meetings within and outside the State and evening meetings also required.

QUALIFICATIONS

Security clearance required. A thorough background check will be conducted by the hiring Board.

Bachelor's Degree in Public Administration, Business Administration, Public Safety or closely related field.

At least seven (7) years of progressively responsible management experience in the public safety communications field, with five (5) years supervisory or administrative experience.

Or, any combination of education and experience that provides the required knowledge, skills, and abilities.

Must have the ability to proficiently utilize a personal computer and appropriate software to successfully perform essential functions of the position.

Must have a valid Washington State Driver's License or have requested and obtained an appropriate accommodation.

DESIRED SKILLS

Knowledge of principles and practices of public administration/management.

Knowledge of principles and procedures involved in the operation of all public safety radio, telephone, 9-1-1, alarm and other emergency communications equipment.

Knowledge of Computer-Aided Dispatch and Enhanced 9-1-1.

Knowledge of rules and regulations of the FCC covering the operation of radio frequency channels and radio sending and receiving units and related equipment.

Knowledge of budgeting procedures.

Knowledge of emergency service programs and procedures.

Knowledge of employee relations; contract negotiations.

Ability to plan, assign and supervise the work of others.

Ability to develop and implement administrative standards and procedures, and evaluate their efficiency and effectiveness.

Ability to recognize and define work-related problems or conflicts and recommend effective corrective measures.

Ability to communicate effectively orally and in writing.

Ability to establish and maintain effective working relationships with County, Cities, public safety agencies, subordinates and citizens.

Ability to establish goals and objectives, develop comprehensive plans, forecast program changes and adjust operations in response to changes in operations.

Ability to effectively deal with own and others' daily stress situations.

Ability to work within a multi-jurisdictional dispatch center.

Adopted 05/02/2012