

MITCHELL COUNTY
DIRECTOR OF 911 COMMUNICATION
JOB DESCRIPTION (Rev. 9/28/17)

SUMMARY

This position is responsible for the direction, training and administration of the 911 Communications Center Mitchell County. This position will work closely with the Law Enforcement, the Fire and Rescue departments and the Emergency Management personnel to ensure the highest quality of emergency services are provided to Mitchell 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/7day operation.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

- Create and maintain an enhanced 911 service plan & By-Laws
- Maintains ongoing contact with the lead telephone exchanges providing 911 Services Call for database updates (computer to computer, email, or by fax transmission) daily and maintain accurate 911 records. Audit changes for accuracy, completeness and consistency. Current landline records and any wireless (cell phone) lines.
- Maintain and upgrade all software and computers in the Communication Center including GeoComm Mapping equipment that s with the 911 system.
- Inform Dispatchers on new training, procedures, software and equipment that is used in handling emergency 911 calls.
- Works with dispatch center to resolve equipment issues.
- Maintains all 911 communication equipment located in Mitchell County and works with appropriate vendors on system upgrades.
- Prepares and manages the 911 budget.
- Prepares By-Laws and Wireless service plan
- Maintains an accurate database.
- Assigns new 911 addresses and is responsible for enforcing Mitchell County sign ordinance; makes new 911 signs as needed.
- Educates the public on the proper use of the 911 system.
- Pays 911 bills and maintains records of such; deposits revenue with County Treasurer.
- Writes and submits all 911 grants.

DUTIES AS SECRETARY TO THE MITCHELL COUNTY JOINT 911 SERVICES BOARD

- Scheduling meetings, scheduling meeting room, creating agenda, creating minutes of the meetings and other related tasks for the Board.
- Prepare press releases and budget forms for local newspaper.
- Keep Board of Supervisors, 911 Executive Board members and all Joint Service Board members up-to date on all aspects of how 911 is operating and on the financial status of the 911 program.
- Prepare annual budget in the form required by the County and again in the form required by the State of Iowa. Analyze expenditures and receipts at least monthly to insure the budget is not exceeded.

KNOWLEDGE, SKILLS, 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.
- Must have working knowledge of Windows 10, be proficient in computer operations. Must have ability to solve problems and learn communication and computer interfaces.
- 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.
- This position reports directly to the 911 Joint service Board.

MINIMUM REQUIREMENTS

- Must possess an Associate's Degree in a related field or 3 years education, training or experience in related field.
- Must possess a valid driver's license at the time of hire and maintain it throughout the course of employment.
- Must reside in Mitchell County
- 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.

PHYSICAL REQUIREMENTS

- Work is performed indoors or outdoors and may require some extended periods of sitting, standing, kneeling, bending, crouching, reaching, stooping, twisting and climbing.
- Indoor/outdoor work environments will require, but is not limited to exposure to dirt, dust, noise, poor lighting, dampness/wetness, electrical hazards and other inclement weather.
- Must have the ability to climb in and out of vehicles and operate those vehicles.
- Must have ability to transport oneself to and from various locations around Mitchell County jurisdiction.
- Must have the ability to lift and carry 10 lbs. frequently and 30 lbs. occasionally.
- 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. This is an on-call 24/7 position.
- This job description is not an all-inclusive list of duties and/or skills and is not to be considered a contract of employment