



## BOONE COUNTY JOB DESCRIPTION

<b>JOB TITLE:</b> Deputy Director, 911	<b>NEW:</b> <input type="checkbox"/>	<b>REVISED:</b> <input checked="" type="checkbox"/>
	(Please check one)	
<b>REPORTS TO:</b> Director, 911/Joint Comm.	<b>FLSA:</b> Exempt	<b>DATE:</b> 12/2024
<b>DEPARTMENT:</b> 911/Joint Communications	<b>JOB CODE:</b> 101	

**SUMMARY:**

The Deputy Director supports and assists the 911 Director in the overall administration, management, planning, organizing, and staffing of the department and serves as the 911 Director in their absence.

**ESSENTIAL FUNCTIONS:**

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

- Assists the 911 Director in the development and implementation of departmental short- and long-term range plans and goals.
- Establishes and maintains professional working relationships with user agencies and various other stakeholders as needed.
- Under guidance of the 911 Director, provides advisory support and acts as a liaison by coordinating department activities with elected County, City, and District officials, appointed fire and police chiefs, and other external agencies to promote continuity of effort, efficiency of function, and standardization; establishes and maintains cooperative, effective, and productive working relationships using tact, patience, and courtesy.
- Represents the 911 Director at meetings or other special interest and community groups as directed.
- Supports and assists the 911 Director in preparation and justification of the annual departmental budgets based on staffing, resource requirements, and departmental plans, goals, and objectives; monitors and approves expenditures within authority and assures adherence to approved budget allocations.
- Analyzes and compares agreements/contracts to determine competitiveness, urgency of need, adequacy and accuracy of language; develops and evaluates purchasing processes; consults with County Purchasing and others as needed; actively participates in and makes recommendations for contract negotiations with vendors and contractors.
- Drafts, analyzes, recommends, and implements policies, procedures, and standards for department wide application to promote the efficient and effective operation of assigned functions; responsible for the development, review, accuracy, currency, publication, and

distribution of policy and procedures, SOP's, training manuals, and related documents; develops and implements contingency plans; monitors, maintains, and ensures compliance of staff with departmental standard operating policies and procedures.

- Supervises the Operations Manager, Training/QA Manager, Administrative staff, and Radio Supervisor; completes performance evaluations for the same; coaches and mentors all BCJC staff.
- Ensures proper functioning of assigned staff through effective planning and organization of workloads, scheduling, and assignments; defines and delegates authority of subordinates.
- Develops and establishes approved work rules and performance standards; initiates or improves and executes disciplinary actions as warranted.
- Develops and analyzes routine statistical reports on 911 key performance indicators and quality assurance compliance.
- Participates in staff functions and chairs or serves on various internal/external committees and user groups.
- Develops and implements project management system(s) and assigns responsibility.
- Supervises and tracks the complaint investigation process; ensures a fast resolution to inquiries, problems, complaints, or emergencies affecting the availability or quality of services; responds to the most sensitive or complex inquiries or service complaints with approval of the 911 Director.
- Investigates and resolves employee grievances or other sensitive personnel matters within approved guidelines.
- Coordinates the testing, confidential screening, background investigation, and selection process of new employees and promotional employees.
- Responsible for keeping abreast of related technology, equipment, trends, innovations, etc., in the 911 industry.
- Participates in specialized training, conferences, and seminars as appropriate and available.
- Coordinates, leads, attends, and participates in various professional and industry group meetings and committees.
- Researches, recommends, and coordinates with the IT department on new equipment and required maintenance, repair, or replacement as needed or appropriate to assure optimum performance.
- Analyzes and recommends improvements to facilities, equipment, project management, and operating systems.
- Provides local, state and federal courts with necessary testimony when requested in matters of communications, audio/data productions, etc., as necessary.
- May represent the department during an emergency operations center (EOC) activation.
- Remains on-call 24 hours a day, 7 days a week, unless on pre-approved time off.
- May be required to work 24-hour operations during an emergency.
- Performs other duties as needed or assigned.

**KNOWLEDGE AND SKILLS:**

1. Extensive knowledge of 911 dispatch operations, equipment including systems (e.g., CAD, mapping, 911 telephony, etc.), and standard protocols for emergency response.
2. Advanced knowledge of state and federal laws, regulations, and guidelines governing emergency communications and dispatch services (e.g., National Emergency Number

Association (NENA) and APCO), and local policies and procedures pertaining to Joint Communications.

3. Extensive knowledge of personnel management principles and methods, including but not limited to supervision, leadership, motivation, coaching, establishing goals, conflict resolution, team building, delegation, record keeping, and effective communication.
4. Considerable knowledge of NCIC/MULES standards and regulations.
5. Extensive knowledge of governmental accounting, budgeting, financial management, and procurement processes and procedures.
6. Extensive knowledge and ability to use a personal computer to prepare reports, maintain records, and search for and compile data.
7. Advanced proficiency in English grammar, spelling, punctuation, and simple mathematical functions.
8. Ability to apply judgment and discretion in resolving problems and interpreting policies and regulations.
9. Ability to organize and oversee work programs, monitor budgets, work schedules, contract administration and progress reviews.
10. Ability to effectively respond to and reconcile competing external elements as they affect the planning and operation of assigned programs.
11. Ability to develop and maintain effective working relationships with other staff and external elements.
12. Ability to communicate effectively, both orally and in writing and make effective presentations of technical, complex, and sometimes controversial information.
13. Ability to establish and maintain accurate records of all activities and operations.
14. Proactive and self-motivated with a strong ability to take initiative and work independently.

**PHYSICAL DEMANDS:**

The majority of work is performed in a professional office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen and to correspond via email; must possess hearing and speech to communicate in person and over the telephone. Ability to operate a motor vehicle. Cognitive ability to understand and convey complex information. Must be able to pay close attention to detail and concentrate on work in all working conditions. Must be able to cope with the physical, mental, and emotional stress of the job and maintain emotional stability during stressful situations.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 25 lbs. from below waist to above shoulders and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing 20-35 lbs. from below waist to above shoulders and transporting distances up to 50 feet.

**WORK ENVIRONMENT:**

This job operates in a professional office environment. Professional attire is required. This position routinely uses office equipment such as computers, calculators, multi-line telephones, photocopiers, filing cabinets, and fax machines. Regularly works beyond normal work hours and is on-call as

necessary. Occasionally exposed to highly traumatic, stressful situations or events. Works with exposure to noise and disruptions, and above average stress. Travels frequently during all seasons and is exposed to outdoor elements. This position is routinely in contact with the public, other Boone County employees, elected officials and members of other entities.

**QUALIFICATIONS:**

Bachelor's degree in public administration, fire or police management, or related field and five years of progressively responsible professional/administrative work experience related to the duties and responsibilities of this position, including two years of management/ supervisory experience is required; or an equivalent combination of related experience and education which provides the applicant with the desired skills, knowledge, and ability required to perform the work. Management experience in the 911 emergency communications or public safety field preferred. Must possess and maintain a valid driver's license. Must possess a clear criminal history.

**NOTE: A criminal background check including a national fingerprint check through law enforcement agencies and a drug test will be conducted on all successful applicants prior to their being appointed to this position.**

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.*