

SHAWNEE COUNTY, KANSAS
Position Description
Shawnee County Emergency Communications Center Director

POSITION CONTROL NUMBER: SH1500A

FLSA STATUS: E

POSITION DESCRIPTION

Under limited supervision, this Unclassified position supervises and directs the activities of the Shawnee County Emergency Communications Center (SCECC) of Shawnee County, Kansas and does related work as required. Provides emergency communications services to the City of Topeka's Police and Fire Departments and Shawnee County Sheriff's Office, seven (7) Rural Fire Departments and three (3) Rural Police Departments. Directs and monitors fiscal and personnel management and the activities and schedules of the SCECC. Performs other duties as assigned. This position is supervised by and reports to the Sheriff or his/her designee of the Shawnee County Sheriff's Office.

WORK PERFORMED

- 33% Supervision of Staff.** Plans, directs, coordinates, manages and supervises SCECC staff with respect to accountability for performance and behavior including approval of absences to conform with personnel needs, discipline of employees, staff development and training, completion of performance evaluations and other personnel related functions. Evaluates personnel on their performance, leadership, abilities and attitudes. Provides counseling and guidance to SCECC staff. Plans, develops and implements a progressive and continuous training program for SCECC staff. Participates in the hiring and promotional process. Instructs staff on proper completion of tasks. Checks work procedures and products. Inspects the work of the Radio Network Administrator, Training Manager, Communications Floor and Shift Supervisors and other personnel by observation and via oral and written reports. Administers personnel policies. Makes recommendations to the Sheriff regarding hiring and disciplinary action to include termination in accordance with Human Resources policies and the Union Contract as appropriate.
- 25% Operations.** Directs and supervises SCECC operations in accordance with approved directives, policies, procedures and other orders, written and verbal. Develops a short term, mid/long range plan for the SCECC. Evaluates efficiency and effectiveness of the SCECC and implements corrective action where necessary.
- 20% Reporting/Recordkeeping.** Prepares and/or directs the preparation of such reports, records or analysis to insure the efficient operation of the SCECC. Insures the proper maintenance of operating records and submits periodic reports and recommendations to the appropriate agency.
- 10% Agency Collaborations.** Promotes good relations and coordinates the exchange of information between the various state, county, and city agencies relative to the operation of the SCECC and those agencies which contract for, or are provided, communications services.
- 10% Budget/Inventory.** Formulates budget development and monitors expenditures for the SCECC. Develops and monitors inventory control procedures and conducts semiannual audits.
- 2% Contract Negotiations.** Participates in the negotiation of labor contracts.

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KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

- Human resource management including hiring practices, disciplinary procedures, terminations, etc.
- Supervisory responsibilities and effective leadership skills.
- Federal, state and local government regulations concerning communications & 911 systems.
- City and County geography.
- Law enforcement, fire, emergency medical services, and disaster management communications procedures.
- The principles and practices of financial management and accounting.
- Computer Aided Dispatch (CAD) Systems.
- P25 Digital Radio Systems.
- 911 phone systems
- National Telecommunication standards
- Kansas 911 funding and acceptable use

Ability to:

- Effectively plan, organize, supervise and direct the work of others within a Communications Center.
- Communicate effectively, both orally and in writing, using the English language.
- Work courteously with the public to establish and maintain favorable public relations.
- Develop and maintain effective working relationships with City/County officials, employees of other departments and the public.
- Create strategic plans while incorporating the future technology pertaining to an Emergency Communications Center
- Project Management - Manage and prioritize multiple projects at the same time
- Utilize good judgment and integrity
- Collect, accurately report, correlate and correctly disseminate information
- Negotiation of Contracts with respect to the needs of the agency while keeping positive working relationships with the private sector.

Skill in:

- Providing leadership and direction to employees.
- Analyze problems and recommend solutions.

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PHYSICAL REQUIREMENTS

N-Never **O**-Occasional (1%-33%) **F**-Frequent (34%-66%) **C**-Continuous (67%-100%)

	N	O	F	C		N	O	F	C		N	O	F	C
HANDS					BODY/TRUNK					OTHER				
Reaching		X			Sitting			X		Driving			X	
Pushing/Pulling		X			Bending		X			High Elevation		X		
Climbing		X			Reaching		X			Unprotected Heights	X			
Throwing	X				Lifting		X			Around Moving Machinery	X			
ARMS					Carrying		X			Driving Automotive Equipment	X	X		
Reaching		X			Jumping	X				Exposure to Dust, Gases and Fumes	X			
Lifting		X			Twisting		X			Cramped Body Position		X		
Pushing/Pulling		X			Squatting		X			Sustained Positions		X		
Carrying		X			Turning				X	Noise Levels (Excessive)		X		
Throwing	X				LEGS/FEET					Electrical Hazards		X		
EYES					Walking		X			Slippery Surfaces	X			
Near Vision				X	Standing		X			Work Above Ground	X			
Far Vision				X	Sitting				X	Work Below Ground	X			
Color Vision				X	Carrying		X			Irregular Surfaces	X			
VOICE					Climbing		X			Moving Objects		X		
Talking			X		Jumping	X				In High Volume Traffic		X		
EARS					Turning				X	Exposure to Marked Changes in				
Hearing				X	Lifting		X			Temperature and Humidity		X		

EQUIPMENT USED

Personal Computer
Printer
Telephone
Fax Machine

Paper Shredder
Photocopier
Radio Equipment
Office Furniture

County-owned
Vehicle

MINIMUM QUALIFICATIONS

- Bachelor's Degree from an accredited college or university in Business, Public Administration, Communications, Administration of Justice, Criminal Justice or related field.
- Minimum of five (5) years of progressively responsible experience in a multi-disciplined emergency communications center responsible for 911 call processing, fire department, and law enforcement call dispatching.
- Three (3) years of supervisory experience in a multi-disciplined emergency communications center.
- Prior experience and provable working knowledge of:
 - ProQA Priority Dispatch Software
 - P25 Radio Network Operations
 - Service Lifecycle Agreements – full spectrum of PSAP technology
 - Next Generation 911 phone systems
- Valid Driver's License and able to operate a County-owned vehicle (HR-2013-2).
- Driving record that shows: No misdemeanor or felony convictions for traffic/vehicular offenses (DUI, vehicular homicide, reckless driving, hit and run, etc.) that are less than five (5) years old; No more than two (2) at fault or chargeable accidents that are less than five (5) years old; No more

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than two (2) traffic infractions (speeding, failure to yield right of way, etc.) that are less than one (1) year old.

PREFERRED REQUIREMENTS

- Preferred professional certification pertaining to the Emergency Communications Field such as, but not limited to:
 - APCO Registered Public Leader (RPL)
 - Certified Public-Safety Executive (CPE)
 - Certified Emergency Manager (CEM)
 - Emergency Number Professional (ENP)

SPECIAL REQUIREMENTS

- Required to pass a background investigation, pre-employment physical/drug screen and a review of driving record.
- NCIC Certification or obtain certification within sixty (60) days of employment.

This Position Description is not designed to list all tasks and responsibilities of this position. Shawnee County reserves the right to revise or change job duties as the need may arise. This Position Description does not constitute a written or implied contract of employment.

I have read and understand the duties and requirements for this position.

Employee's Signature / Printed Name

Date

Appointing Authority's Signature / Printed Name

Date

Created: 06/08
Revision History: 03/22