

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

POSITION CONTROL NUMBER: SH1500

FLSA STATUS: E

POSITION DESCRIPTION

Under limited supervision, the SCECC Director is an Unclassified position which provides executive leadership and strategic direction for the Shawnee County Emergency Communications Center (SCECC). This position leads both the human and technical components of emergency communications, supporting the Shawnee County Sheriff's Office, the City of Topeka Police and Fire Departments, and multiple rural fire and law enforcement agencies. The Director prioritizes staff retention, operational wellness, and professional development while concurrently driving system modernization, process automation, and critical infrastructure management. Performs other duties as assigned. This position reports directly to the Sheriff, or to a command officer designated by the Sheriff.

WORK PERFORMED

- 30% Staff Leadership, Development, and Retention 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. Supervises operational and technical personnel, including the Assistant Director and the Radio Network Administrator. Develops and implements proactive recruitment and retention strategies, prioritizing the well-being, training, and professional growth of emergency communications personnel. Sets performance standards, ensures adherence to policies, and establishes robust succession planning to capture and transfer critical institutional knowledge during staff transitions. Evaluates personnel and makes recommendations regarding hiring, corrective action, and discipline consistent with County policy and applicable labor agreements. Participates in the negotiation of labor contracts.

- 25% Operational and Technical Strategy.** Provides executive oversight of all SCECC operations and technical infrastructure, including CAD platforms, E-911 systems, radio networks, and communications hardware. Develops short- and long-term plans for infrastructure growth, disaster recovery, and redundancy. Establishes and coordinates infrastructure, vendor support, redundancy, and continuity measures designed to maintain mission-critical availability.

- 20% Special Projects and Innovation.** Directs complex initiatives that enhance SCECC capabilities and streamline operations. Champions the research and implementation of advanced operational tools—such as intelligent call-routing systems, automated public service platforms, and modernized workflows—that alleviate dispatcher workload, triage non-emergent volume, and improve overall service delivery.

- 15% Interagency Engagement and Regional Coordination.** Serves as the primary operational and technical liaison with agency partners. Ensures coordination across jurisdictions and facilitates integrated communication strategies with fire, law enforcement, EMS, and regional emergency management teams.

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- 10% Vendor, Fiscal, and Grant Oversight.** Directs the implementation of contracts and relationships with technology and service providers. Develops technical specifications, evaluates vendors, administers approved contracts, and supports procurement, while ensuring any authority to bind the County remains subject to County purchasing requirements and delegated contracting authority. Ensures compliance with terms of service, funding sources, and grant reporting requirements including Kansas 911 Coordinating Council disbursements.

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.
- Emergency communications operations, dispatcher retention strategies, and staffing models.
- Public safety communications systems including CAD, intelligent call-handling platforms, radio networks, and E-911.
- Public safety regulatory requirements, procurement processes, and grant funding.
- Interagency operations, system integration, and infrastructure architecture.

Ability to:

- Effectively plan, organize, supervise and direct the work of others.
- Communicate effectively, both orally and in writing, using the English language.
- Develop and maintain effective working relationships with City/County officials, employees of other departments, and the public.
- Lead from the front with a composed, approachable, and highly professional demeanor, treating all personnel with respect even during high-stress operations.
- Build consensus among stakeholders, partner agencies, and internal staff.
- Manage mission-critical systems and teams under pressure.
- Represent the CECC's interests at all levels of government and public safety.

Skill in:

- Providing leadership and direction to employees.
- Analyze problems and recommend solutions.
- Leading and retaining diverse teams in high-stress, high-reliability environments.
- Identifying operational bottlenecks and deploying modern technology solutions to solve them.
- Policy development, budgeting, contract negotiation, and public presentations.
- Communicating complex topics clearly and professionally to internal and external stakeholders.

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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		
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

- High School Diploma or GED Certificate
- Minimum of five (5) years of experience in emergency communications or public safety systems management.
- Three (3) years of supervisory experience in a leadership or senior supervisory role.
- 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 than two (2) traffic infractions (speeding, failure to yield right of way, etc.) that are less than one (1) year old.

PREFERRED REQUIREMENTS

- Bachelor's Degree from an accredited college or university in Public Safety Communications, Business Administration, Information Technology, or related field.

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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.
- Required to respond to critical incidents, severe weather events, or major system failures outside of normal business hours.

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: 09/26