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

POSITION NUMBER: SH1558 **FLSA STATUS: E**

POSITION DESCRIPTION

Under limited supervision, the SCECC Assistant Director is an Unclassified position that assists the Director in managing and directing the operations of the Shawnee County Emergency Communications Center (SCECC). The SCECC provides emergency communications to the Shawnee County Sheriff's Office, the City of Topeka Police and Fire Departments, and multiple rural fire and law enforcement agencies. This position assists with fiscal oversight, personnel management, and daily scheduling activities. Performs other duties as assigned. This position is supervised by the SCECC Director.

WORK PERFORMED:

50% **Staff Leadership and Floor Operations.** Coordinates, manages and supervises non-technical Center staff with respect to accountability, performance and behavior. Administers personnel policies and non-technical employee scheduling to conform with agency needs. Prioritizes staff retention, operational wellness, and professional development at the floor level. Instructs staff on proper completion of tasks and performs evaluations. Makes recommendations concerning corrective action or discipline in accordance with county policy and union contracts. Participates in the hiring and promotional process.

30% **Training and Professional Development.** Plans, directs, and supervises a progressive, comprehensive training program for trainees and non-technical Center employees in permanent status. Oversees trainer practices, daily observation reports, and probationary evaluations. Identifies future training needs and develops materials to address rapidly-changing training scenarios in the Communications Division. Tracks compliance, updates training manuals, and recommends procedure-related updates to the Center Standard Operating Procedures.

15% **Quality Assurance and Compliance.** Develops and oversees quality assurance of the Center to include regular, random reviews of non-technical employee recorded phone conversations and radio transmissions. Inspects the work of the floor and shift supervisors, Communications Specialists, and Call Takers to ensure adherence to Center and Shawnee County Sheriff's Office policies and Mission Statement.

5% **Supervisory Responsibilities**. Supervises and coaches Communication Specialist II's and probationary Communication Specialist I's with respect to accountability for performance and behavior. Checks work procedures and products of CSIIs, CSIs and Call Takers.

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.
- City and County geography.
- Law enforcement, fire, emergency medical services and disaster management communications procedures.

- Computer Aided Dispatch (CAD) Systems.
- Radio systems.
- E-9-1-1 system and related issues.

Ability to:
- Effectively plan, organize, supervise, and direct the work of others.
- Communicate effectively, both orally and in writing, using the English language.
- Deal courteously with the public and establish and maintain favorable public relations.
- Develop and maintain effective working relationships with City and County officials and partner agencies.
- Analyze, respond to, and assist with rapidly-changing scenarios and needs in the Communications Division.
- Plan, manage, and complete multiple responsibilities simultaneously.

Skill in:
- Providing leadership and direction to employees.
- Advanced organizational and time management.
- Analyzing problems and recommending solutions.

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	Fax Machine	Radio Equipment
Printer	Photocopier	Office Furniture
Telephone	Scanner	County-owned Vehicle

MINIMUM QUALIFICATIONS

- High School Diploma or GED Certificate
- Five (5) years of experience in emergency communications, public safety systems management, or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.

- Two (2) years of supervisory experience as a Communications Specialist II, Shift Supervisor, or Floor Supervisor. (Prior experience in these capacities at a different emergency communication center will be considered).
- No felony convictions.
- 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.
- Advanced training in supervision and management practices.

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. The Shawnee County Sheriff's Office 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
_____	_____
Administering Supervisor's Signature / Printed Name	Date
_____	_____
Appointing Authority's Signature / Printed Name	Date

Created: 09/09
Revision History: 11/26