

9-1-1 MANAGER

The following class specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

DEPARTMENT: 9-1-1 Center

REPORTS TO: Emergency Management/9-1-1 Center Director

CLASS SUMMARY

Supervises staff and manages the daily operations and maintenance of equipment of the County 9-1-1 Center.

DISTINGUISHING CHARACTERISTICS

The 9-1-1 Manager is the third level of a three level telecommunicator series. The 9-1-1 Manager is distinguished from the 9-1-1 Supervisor by its managerial responsibility over daily operations of the entire department.

TYPICAL CLASS ESSENTIAL DUTIES

- Supervises two or more full-time employees to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; and making hiring, termination, and disciplinary recommendations.
- Oversees daily operations of the department to include investigating complaints and ensuring that safety rules are observed.
- Oversees the operation and maintenance of equipment to include troubleshooting equipment problems and reporting equipment failures to vendors.
- Develops and implements departmental policies and procedures.
- Prepares the department budget to include overseeing the purchase of equipment and supplies.
- Prepares tapes detailing 911 calls for court cases and as requested by various county or municipal departments and officials.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations.

POSITION SPECIFIC DUTIES

Does not apply.

KNOWLEDGE AND SKILLS

Knowledge of:

- Telephone database equipment;
- Emergency dispatch procedures;
- Geography of county and municipalities served;
- Customer service principles;
- Department policies and procedures;
- Basic accounting principles;
- Supervisory principles.

Skill in:

- Troubleshooting telephone equipment;
- Using computers and applicable software;
- Using various office equipment;
- Using radio dispatch equipment;
- Using multi-line telephone systems;
- Writing reports;
- Providing customer service;
- Solving problems;
- Preparing and maintaining a budget;
- Supervising staff;
- Training staff;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc.

9-1-1 MANAGER

sufficient to exchange or convey information and to receive work direction.

TRAINING AND EXPERIENCE

High School Diploma or General Equivalency Diploma (GED) and four years of 911 telecommunicator experience, including one year of lead experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING/CERTIFICATION

- Emergency Medical Dispatch (EMD) Certification;
- Certification as a justice officer through the NC Sheriff's Education & Training Standards Commission within one year of employment.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

Typically requires fingering, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

GENERAL INFORMATION

FLSA Status: Non-exempt

Class Spec Established/Revised: E11/99; 7/01; R10/02; R6/04; R08/09