

Assistant Director - 911 Tompkins County

Department: Department of Emergency Response

Classification: Competitive

Labor Grade: Management Grade 86

Approved: Reclass 3/11/12

Revised: 2/11; 3/11; 11/12; 12/12; 01/13; 8/14; 10/16; 1/2020; 5/24

By: HB, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered four-year college or university with a Bachelors Degree AND six years of full-time paid (or the equivalent part-time) experience working in a multi-agency public safety communications center with contemporary computer aided dispatch, mobile data radio and electronic records management systems, three years of which must have been in a supervisory position; OR
- (b) Graduation from a regionally accredited or New York State registered two-year college with an Associates AND eight years of full-time paid (or the equivalent part-time) experience working in a multi-agency public safety communications center with contemporary computer aided dispatch, mobile data radio and electronic records management systems, four years of which must have been in a supervisory position; OR
- (c) Graduation from high school or possession of a high school equivalency diploma AND ten years of full-time paid (or the equivalent part-time) experience working in a multi-agency public safety communications center with contemporary computer aided dispatch, mobile data radio and electronic records management systems, five years of which must have been in a supervisory position; OR
- (d) Any combination of training and experience equal to or greater than that described in (a), (b), and (c) above.

SPECIAL REQUIREMENTS:

- (1) Must successfully pass a post offer of employment (in accordance with the ADA) psychological evaluation, as well as a medical evaluation that will cover, but not be limited to, such areas as: vision, hearing, speech, and physical ability to sit for long periods of time. The employee is required to maintain the physical and mental ability to perform the essential functions of the job (either with or without reasonable accommodations) for the duration of employment.
- (2) An applicant must be eligible for all eJustice and NCIC (National Crime Information Center) certifications (pass a criminal background check) at the time of application and, if hired, must maintain such eligibility for the duration of employment.
- (3) Applicants must possess Emergency Medical Dispatch (EMD) Certification within six months of appointment, and Emergency Medical Dispatch – Quality Assurance (EMD-Q) within one year of appointment, as provided by the Department of Emergency Response (DOER) and maintain such certification for the duration of employment.
- (4) Applicants must possess Association of Public-Safety Communications Officials Certifications in the following disciplines: PST-1 (Public Safety Telecommunications Basic Instruction), Communications Training Officer (CTO), and Communications Center Supervisor (CCS) within six months of appointment, and Instructor Level Certifications in each of the above mentioned disciplines within one year of appointment and maintain such certifications for the duration of employment.
- (5) An applicant must successfully complete all mandatory in-service training as required and provided by DOER.
- (6) New hires and re-hires must pass a drug test.
- (7) The candidate must possess a valid New York State driver's license at the time of appointment and maintain such license for the duration of employment.

Tompkins County is committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

The Communications Center Manager (CCM) works under the general direction of the Director and/or Deputy Director of the Department of Emergency Response. The CCM is responsible for managing, planning, organizing, and directing a county-wide emergency services communications program that serves police, fire and ambulance departments and other non-public safety agencies. The CCM will be responsible for personnel administration at the 9-1-1 Communications Center and should have a working knowledge of the principals, practices and techniques of effective human resource management and supervision. The CCM will carry out the administrative tasks associated with the communications program, such as scheduling shifts, equipment inventory, report writing, and oversee the development and implementation of public safety telecommunications training programs, and quality assurance and improvement activities for the Communications Center. This position requires an in-depth understanding of the technology, systems and software utilized within the Communications Center and significant interaction with the Information Technology Services Department, consultants, and vendors and other DOER employees providing technology support. Considerable autonomy is exercised and wide leeway is allowed for the exercise of independent judgment when carrying out the duties of the position. The CCM will supervise the work of all subordinate staff in the Communications Center and will perform all other related duties as required.

TYPICAL WORK ACTIVITIES:

- Coordinates and integrates the operation of the communications center's programs and activities with emergency management programs and agencies;
- Provides administrative oversight of the dispatch operations;
- Supervises all communications center staff;
- Analyzes, composes, and maintains performance appraisals of staff, schedules shifts, authorizes the use of leave and enforces discipline as necessary;
- Plans, organizes and directs the operation of the Communications Center, including the management of its facilities, resources, equipment and staff;
- Establishes, approves, interprets and enforces emergency communication policies, procedures and operating standards and continually evaluates system efficiency in handling requests for emergency services;
- Consults and works with emergency services providers, in conjunction with the Emergency Services Coordinator, to obtain required coordination, support and problem resolution;
- Oversees the development of training programs to ensure proficiency of Communications Center staff;
- Monitors compliance with regulatory standards and statutes to maintain required certification for system operation, and represents the Communication Center in relations with regulatory agencies;
- Prepares public informational materials regarding the Communications Center;
- Meets with public boards, organizations and the media for public dissemination of information about the Communication Center;
- Maintains knowledge of local and national trends, procedures and laws, and technology that affect the operation of the Communications Center;
- Performs the duties and tasks of Emergency Services Dispatcher or Dispatch Supervisor as required;
- Must identify and intervene in high risk behavior of subordinates;
- Reviews appraisals completed by supervisors to ensure the accuracy and thoroughness of the appraisals;
- Coordinates the routine testing, inspection and upgrades of communications equipment and systems as it relates to the Communications Center;
- Consults with the Emergency Services Coordinator and coordinates with other public safety agencies, including Police, Fire and Emergency Medical Services organizations and serves as the representative of the Communications Center boards as necessary.
- Documents and distributes through appropriate communication channels and work order processes all reported malfunctions and proposed enhancements of any technology equipment and systems used within the Communications Center;
- Provides on-going guidance and assistance to the departmental staff, the Information Technology Services Department and consultants and vendors related to the administration, maintenance, repair and upgrade of any technology equipment and systems used within the Communications Center;
- Carries out other reasonable duties assigned by the Director of the Department of Emergency Response.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of law enforcement, fire services, and emergency medical dispatching principles, practices, methods, techniques and equipment;
- Good knowledge and skill related to the operation of, and regulations governing, the proper use and configuration of emergency service communications systems, technology and equipment;
- Good knowledge of applicable State and local laws, rules and regulations governing mutual aid, disaster preparedness, disaster assistance, police procedures, alarm systems, operations standards, and emergency response and rescue

operations;

- Good knowledge of the principles, practices and techniques of effective supervision;
- Good knowledge of principles, practices and methods of staff development and training;
- Good knowledge of contractual regulations and compliance as related to an employee of the Communications Center;
- Ability to plan, schedule and supervise the work of others;
- Ability to operate a wide variety of emergency communications tools and equipment requiring a high level of precision and dexterity (speed not a critical factor);
- Ability to express ideas clearly and effectively, both orally and in writing;
- Ability to prepare reports and records;
- Ability to maintain inventory and equipment;
- Ability to train new employees in the correct procedures to be utilized and the professional conduct required in the Communications Center;
- Ability to exercise good judgment, tact and courtesy in difficult, stressful situations;
- The employee's physical and mental condition shall be commensurate with the demands of the position.

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