

Assistant Director of Emergency Response - Dispatch Operations Tompkins County

Department: Department of Emergency Response
Classification: Competitive
Labor Grade: Management grade 85
Approved: Reclass 03/11/12
Revised: 11/12; 10/16
By: AF, Commissioner of Personnel
BBP Risk Factor: N/A

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma **AND** fifteen years of experience working in the field of public safety; at least one year of which must have been as a public safety dispatcher (full-time or part-time equivalent) for a multi-agency dispatching operation, and at least ten years of which must have been in a management capacity at the chief or deputy chief level.

SPECIAL REQUIREMENT:

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:

This position is responsible for managing, planning, organizing, and directing a county-wide emergency services dispatching program that serves police, fire and ambulance departments and agencies. The incumbent will be responsible for personnel administration at the central communications and dispatch center and should have a second-line supervisor's knowledge of the principles, practices and techniques of effective human resource management and supervision. The incumbent also assists the Director of the Department of Emergency Response in all administrative tasks associated with the communications program, such as scheduling shifts, equipment inventory, report writing, the development and implementation of dispatch training programs and quality assurance and improvement activities for the unit. An employee in this position works under the general direction of the Director of the Department of Emergency Response. Considerable autonomy is exercised and wide leeway is allowed for the exercise of independent judgment when performing the duties of the position. An employee in this class will supervise the work of all subordinate staff in the Dispatch Center. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Coordinates and implements the communications and emergency management program as it relates specifically to the dispatch center;
- Provides administrative oversight and supervision of the dispatch operations;
- Supervises Emergency Services Supervisors and Dispatchers, including evaluating work performance, scheduling shifts, authorizing the use of leave, discipline and training of new employees.
- Plans, organizes and directs the operation of the county-wide Enhanced 911 Communication Center including the management of communication center facilities, resources, equipment and staff;
- Establishes and interprets emergency communication policies, procedures and operating standards and continually evaluates system efficiency in handling requests for emergency services;
- Consults with, assists and advises user representatives and emergency services providers to obtain required coordination, support and problem resolution;
- Develops and administers training programs to ensure proficiency of communications staff;
- Monitors compliance with regulatory standards and statutes to maintain required certification for system operation, and represents the Emergency Communication System in relations with regulatory agencies;
- Prepares public informational materials regarding the Enhanced 911 System;
- Meets with public boards, organizations and the media for public dissemination of information about the Enhanced Communication System;
- Maintains knowledge of local and national trends, procedures and laws that affect the operation of the 911 Center;

- May perform the duties and tasks of Emergency Services Dispatcher or Senior Emergency Services Dispatcher as required.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of applicable State and local laws, rules and regulations governing mutual aid, disaster preparedness, disaster assistance, police procedures, fire training, fire inspection, building codes, and emergency response and rescue operations;
- Good knowledge of law enforcement, fire fighting and dispatching principles, practices, methods, techniques and equipment;
- Good knowledge of the operation of and regulations governing emergency service communication systems equipment;
- Good knowledge of principles and practices and methods of staff development and training;
- Good knowledge of the principles, practices and techniques of effective human resource management and supervision;
- Good knowledge of personnel practices and labor relations procedures, including contractual regulations and compliance as related to an employee of the 911 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;
- 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 professional conduct required in the communications center;
- Ability to exercise good judgment, tact and courtesy in difficult, stressful situations;
- The employee's physical condition shall be commensurate with the demands of the position.

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TYPICAL WORK ACTIVITIES:

Analyzes and provides integrated programs for the E-911 communications system;
 Coordinates and implements the communications and emergency management program as it relates specifically to the dispatch center;
 Provides administrative oversight and supervision of the dispatch operations;
 Directs and coordinates the county emergency service dispatching program, including scheduling staff and assigning shifts, training new personnel, evaluate employee performance and disciplining employees;
 Networks with other emergency agencies (local police, highway departments, etc.) in emergency situations;
 Maintains inventory of county emergency service equipment as directed; and
 May perform the duties and tasks of Emergency Services Dispatcher or Senior Emergency Services Dispatcher as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of police, fire, building and alarm codes;
 Good knowledge of applicable State and local laws, rules and regulations governing mutual aid, disaster preparedness, disaster assistance, police procedures, fire training, fire inspection, building codes, and emergency response and rescue operations;
 Good knowledge of law enforcement, fire fighting and dispatching principles, practices, methods, techniques and equipment;
 Good knowledge of the operation of and regulations governing emergency service communication systems equipment;
 Good knowledge of disaster control methods;
 Good knowledge of principles and practices of emergency service program administration;
 Good knowledge of principles and practices and methods of staff development and training;
 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;
 Ability to express ideas clearly and effectively, both orally and in writing;
 Ability to prepare reports and records;
 Ability to maintain inventory and equipment; and
 Physical condition commensurate with the demands of the position.

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