

FAIRFIELD COUNTY, SOUTH CAROLINA**JOB TITLE: DEPUTY DIRECTOR
EMERGENCY MANAGEMENT****GENERAL STATEMENT OF JOB**

Under limited supervision, develops, implements and evaluates training programs for Fairfield County E-911 Communications personnel and assists in daily operations as needed. Reports to the E-911 Coordinator.

SPECIFIC DUTIES AND RESPONSIBILITIES**ESSENTIAL JOB FUNCTIONS**

Develops and conducts training programs for the E-911 department personnel and supervisors to enhance emergency communications skills, reinforce established policies and procedures and maximize efficiency in operations. Trains personnel to use required equipment properly and effectively.

Develops and prepares teaching materials.

Conducts on-the-job training as necessary.

Conducts NCIC certification class.

Schedules monthly in-service training with outside agencies and individuals.

Evaluates department operations to ensure compliance with standards and regulations.

Assists in supervising the activities of E-911 Telecommunicators. Supervisory duties include instructing and assigning work; maintaining standards; coordinating activities; assisting with new employee selection and acting on employee problems. Offers advice and assistance as needed.

Performs duties of E-911 Telecommunicator in emergency situations, including answering all emergency and conventional telephone lines; obtaining vital information and dispatching instructions to appropriate police, fire or EMS agency; monitoring police, fire and EMS radio communications; monitoring and operating the National Crime Information Computer; maintaining accurate and up-to-date records of all calls received using computer database, written logs and tape recordings.

Prepares and maintains a variety of records and materials, including but not limited to logs pertaining to wrecker rotation, criminal histories, NCIC records, daily responses and equipment maintenance; training schedules and materials, memos, etc.

Provides information to the news media regarding emergencies or department procedures.

Ensures that required equipment is operating properly.

Performs various clerical duties, including but not limited to typing reports, filing and copying.

Attends meetings, classes and seminars as appropriate.

Operates and maintains a variety of equipment such as a computer, teletype/NCIC, computer-aided dispatch, printers, paper shredder, TDD, radio system, dictaphone, copier, telephone, etc.

Interacts and communicates with various groups and individuals such as immediate supervisor, co-workers, County department heads and employees, law enforcement personnel, emergency response agency personnel, hospital and medical personnel, funeral homes, attorneys, telephone companies, utility companies and the general public.

ADDITIONAL JOB FUNCTIONS

Performs general housekeeping duties.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

High school diploma and three to five years of experience in telecommunications operations, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. Must be certified in NCIC operations and instruction and E-911 operations and instruction.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including telecommunications equipment, office equipment, etc. Must be able to exert up to five pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time. Must be able to lift and/or carry weights of five to ten pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to co-workers and receiving assignments and/or directions from supervisor.

Language Ability: Requires ability to read a variety of maps, policy and procedure manuals, emergency plans, equipment manuals, etc. Requires the ability to prepare training materials, reports, logs, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and

before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic or schedule form. Requires the ability to apply influence systems in training and supervising a staff; to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information and to understand and implement basic office and telecommunications machinery.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to counsel and teach employees. Must be able to communicate effectively and efficiently in a variety of technical and/or professional languages including telecommunications, EMS terminology, computer, etc.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under extreme stress when confronted with emergency, unusual or dangerous situations, or in situations in which working speed and sustained attention are make or break aspects of the job. The worker may be subject to tension as a consistent part of the job.

Physical Communications: Requires the ability to talk and/or hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has knowledge of the functions, plans, and administration of all facets of the E-911 program. Is knowledgeable in the operations and activities of all County departments in relation to the specific duties of the Training Officer. Knows how to interpret and apply ordinances and codes pertaining to the activities of the Department. Has the ability to ensure that all rules, regulations, standards, and ordinances are well understood and implemented by subordinates. Is able to perform employee evaluations and to make recommendations based on results. Has the ability to use independent judgment and discretion in critical emergency situations. Has the ability and knowledge to provide assistance when needed, and recommend methods for improvement when needed. Is skilled in developing and conducting effective training programs. Is able to provide training to employees, the public, and others involved in departmental exercises, including explanations and written instructions in order to ensure that standards and regulations are understood and implemented. Is skilled in the compilation of various records and related information. Is able to communicate

in a firm and tactful manner with various agencies, members of the public, and County departments. Has good management, technical, supervisory, and mathematical skills. Is able to utilize various tools and equipment as necessary in the completion of daily activities. Has skill in the use of computers. Is knowledgeable in the terminology of the trade. Has the ability to make presentations as required. Has the ability to learn and utilize new skills and information to improve job performance and efficiency.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with all County departments and divisions, co-workers and the public.

Quantity of Work: Performs described "Specific Duties and Responsibilities" and related assignments efficiently and effectively in order to produce quantity of work which consistently meets standards and expectations of the County.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, County policy, standards and prescribed procedures. Remains accountable to assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to County policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with County policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the County.

Relationships with Others: Shares knowledge with managers, supervisors and staff for mutual and County benefit. Contributes to maintaining high morale among all County employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, and the public so as to maintain good will toward the County and to project a good County image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the County. Emphasizes the importance of maintaining a positive image within the County. Interacts effectively with higher management, professionals and the public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with

priorities and estimated schedules.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the County and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Planning: Plans, directs and uses information effectively in order to enhance activities and production of the department. Knows and understands the expectations of the County regarding the activities of the department and works to see that these expectations are met. Designs and formulates ways, means, and timing to achieve the goals and objectives of the department and the County.

Organizing: Organizes work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all County and department matters affecting them and/or of concern to them.

Staffing: Works with the Personnel Department and upper management, where appropriate, to select and recommend employment of personnel for the department who are qualified both technically and philosophically to meet the needs of the department and the County. Personally directs the development and training of department personnel ensuring that they are properly inducted, oriented and trained.

Leading: Provides a work environment which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to staff so they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of County goals and objectives.

Controlling: Provides a work environment which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Has a clear and comprehensive understanding of County standards, methods and procedures.

Delegating: Assigns duties to staff as necessary and/or appropriate to meet department goals, enhance staff abilities, build confidence on the job and assists staff members in personal growth. Has confidence in staff to meet new or additional expectations.

Decision Making: Uses discretion and judgment in developing and implementing courses of action affecting the department. When a particular policy, procedure or strategy does not foster the desired result, moves decisively and explicitly to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of department and County. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change.

Human Relations: Strives to develop and maintain good rapport with all staff members. Listens to and considers their suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

Policy Implementation: Has a clear and comprehensive understanding of County policies regarding the department and County function. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.

Policy Formulation: Keeps abreast of changes in operating philosophies and policies of the County and continually reviews department policies to ensure that any changes in County philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies and practices and department morale and performance. Works to see that established policies enhance same.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.