

CALHOUN COUNTY CONSOLIDATED DISPATCH AUTHORITY (CCCD)
JOB DESCRIPTION

EXECUTIVE DIRECTOR

Supervised By: CCCDA Board
Supervises: All other CCCDA employees

Position Summary:

Under the general supervision of the CCCDA Board, is responsible for the efficient and effective operation of the 9-1-1 Consolidated Dispatch Center in Calhoun County. Develops and implements operational policies, prepares and administers the annual budget, oversees the hiring, training, supervision and discharge of all CCCDA personnel, and assists with union contract negotiation.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Responsible for the daily operation of Consolidated Dispatch as outlined by the CCCDA Board. Directs, coordinates, assesses, and monitors operations and staff levels to ensure quality services are provided in an efficient, cost-effective, and timely manner.
2. Oversees the hiring, supervision and discharge of all CCCDA employees. Develops and administers employee goals and training programs. Evaluates employees on an annual basis.
3. Develops, implements, and administers personnel policies and procedures as approved by the CCCDA Board. Assists the Board in the negotiation of union contracts and enforces labor contracts as necessary.
4. Develops and coordinates long range planning, strategic plans, capital improvements, and general operations to maintain the CCCDA as a progressive service to user agencies and Calhoun County residents.
5. Prepares and presents the annual CCCDA operating budget within the required time frame. Ensures proper budget administration, assists in budget deliberations, and presents budgetary reports and information as needed.
6. Administers fiscal policy and oversees financial activities. Works with the employees and/or contracted staff to maintain and present an accurate accounting of CCCDA funds to the Board.

7. Evaluates, recommends for purchase, maintains, and oversees the operation of technical systems including radio, computer, mobile data, and enhanced 9-1-1 phone network while maintaining an awareness of new technologies, procedures, trends, and advances in the profession.
8. Manages applicable contracts, which includes preparing RFPs, recommends, and participates in the selection of vendors, and monitors contract compliance.
9. Maintains inventory of equipment and supplies; ensures availability of adequate materials to conduct work activities; initiates requisitions for new/replacement materials; makes recommendations concerning purchase/upgrade of equipment and software.
10. Researches and facilitates the submittal of grants to benefit the public safety data and communications system.
11. Coordinates disaster planning for the agency; oversees development and implementation of disaster response plans for the center.
12. Ensures compliance with all applicable Federal, State and local laws and regulations while maintaining a comprehensive, current knowledge of impending legislation action.
13. Acts as spokesperson for the CCCDA. Represents the organization to the media and at meetings and conferences. Joins and participates with professional organizations in the promotion, development, and operation of 9-1-1 and Public Safety Communications systems.
14. Ensures effective systems to track progress, and regularly evaluate agency components, to measure successes and develops opportunities that can be effectively communicated to the board and constituents.
15. Meets with the Board and various committees of the CCCDA as necessary. Assures the preparation and presentation of agendas and materials for the Board and other committees in conformance with the Open Meetings Act. Performs research, submits memos and reports, and recommends policies and programs as requested.
16. Performs other duties as required.

Required Knowledge, Skills, Abilities, and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities, and minimum qualifications necessary to perform the essential functions of the position. All candidates should have proven leadership, coaching, and relationship management experience.

Requirements include the following:

- Bachelor's degree in a relevant field (i.e. business/public administration, criminal justice, marketing, etc.) or a combination of higher education and related experience as an equivalent.

- Five or more years experience in the operation and supervision of a fully automated central communications system or other related experience deemed to be acceptable by the Board.
- Thorough knowledge of the laws, ordinances, and other regulations pertaining to the provision of emergency services and 9-1-1 and public safety dispatching and related tasks.
- Excellence in organizational management with the ability to coach staff, manage, and develop high-performance teams.
- Knowledge of government budgeting practices and procedures.
- Knowledge of mobile radio communication technology, computer-aided dispatch and phone systems.
- Ability to forecast future emergency communications system needs, assess new technological advances, evaluate, and implement services and training programs to enhance emergency communication services and provide recommendations.
- Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal and multidisciplinary project skills.
- Ability to establish effective working relationships and use good judgment, initiative, and resourcefulness when dealing with citizens, elected officials, employees, other governmental agencies, and municipal professionals.
- Past success working with a Board of Directors with the ability to cultivate existing board member relationships.
- Ability to manage and direct staff members by both personal example and direct action.
- Ability to be self directed and maintain high initiative without day to day direct supervision.
- Ability to work effectively under stress and changes in work priorities.
- Ability to attend meetings scheduled at times other than normal business hours, travel to other locations and respond to emergencies on a 24-hour basis.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

While performing the duties of this job, the employee is regularly required to communicate with others

in person and on the telephone. The employee is frequently required to review and produce written and electronic documents. The employee may be required to lift/move up to 25 pounds. May also be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel. . The employee is frequently required to travel to other locations within and outside of the County, including tower sites. The employee is frequently required to attend meetings and make public presentations.

While performing the duties of this job, the employee occasionally works in other areas of the County. The employee regularly works in a business office setting. The noise level in the work environment is usually quiet.