



# 911 PUBLIC SAFETY ADMINISTRATOR JOB DESCRIPTION

Job Title: 911 Public Safety Administrator

Job Code: CM100

Pay Grade: 131

Effective Date: October 2007

FLSA: Exempt

Revision Date: December 2018

## NATURE OF WORK

Under general direction, plans, coordinates, and manages the operations and activities of the Lewis County E911 Center; develops and directs E911/radio projects; supervises E911, Telecommunications and Radio operations; and supervises assigned personnel.

## ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Responsible for the direction, control, and operations of the 24/7 911 Communications Center – including the hiring, training, applying corrective action, establishing and evaluating appropriate performance standards. This position will require irregular hours and may involve travel to meet operational and training requirements.
- Develops policy and procedures, establishing criteria or developing new information where guidelines may not exist, uses considerable independent judgement, personal discretion, and resourcefulness to interpret circumstances, and make decisions where there may be uncertainty in approach, methodology, and interpretation.
- Prepares, presents and oversees the department budget. Approves expenditures as authorized and monitors to ensure budgetary guidelines are met. Maintains accounting records and prepares reports for the Board. Develops the long-range financial and capital improvement plans. Researches, writes, and manages applicable grants, including the monitoring of grant expenditures and preparing grant reports. Establishes staff goals and objectives based on the department goals set by the County Board of Commissioners.
- Manages and coordinates use of county radio communications infrastructure, including developing long and short term planning. Acts as project manager for major repair and replacement of existing equipment, and purchase and installation of updated systems. Plans capital expenditures to support the system which includes county, city and fire frequencies and their backups.
- With input from user agencies, the Administrator will recommend the selection of communications and other necessary equipment, and be responsible for ensuring compliance with FCC regulations. Ensures that all equipment is operable and properly maintained. Negotiates and administers associated maintenance agreements.
- Provides leadership to succeed in making a positive difference in collaborating with a diverse variety of response agencies to meet the department mission while instilling public confidence. Partners include law and fire chiefs, commissioners, and city managers.
- Collaborates with other 911 Centers for redundant backup and emergency contingency coordination with software, radio, telephone and computer operation system providers.

- Ensures compliance with all applicable Federal, State, FCC and local laws and regulations. Ensures that all equipment is operable and properly maintained. Negotiates and administers associated maintenance agreements.
- Facilitates meetings to ensure effective and efficient use of time and resources. Serves on numerous boards and committees as the County 911 representative including the State 911 Advisory Committee.

**WORKING ENVIRONMENT / PHYSICAL DEMANDS:**

Work is performed in a standard office environment and in and around County facilities; subject to sitting, standing, walking, bending, reaching, and lifting of objects up to 25 pounds.

**EMPLOYMENT STANDARDS:**

Bachelor's degree in Business Management, Public Administration, Criminal Justice, or related field, plus a minimum of three (3) years in Public Safety Dispatching or Emergency Services; or any equivalent combination of six (6) years of experience and training that provides the required knowledge, skills, and abilities to perform the essential functions.

Valid driver's license. Successful completion of a pre-employment criminal history background investigation. Psychological examination if requested.

Preferred to have or complete within 24 months of hire:

- NENA Center Manager Certification Program
- NENA ENP 911 Certification
- APCO Certified Public Safety Executive Program
- APCO Registered Public Safety Leader

**KNOWLEDGE AND SKILLS:**

**Knowledge of:**

- County policies and procedures
- Principles, regulations, and practices of E911, Radio, and Homeland Security operations, policies, and procedures.
- Extensive knowledge of a 24-hour emergency communication center including familiarity with public safety functions and concerns
- Public safety communication's environment, demands, requirements and related laws, regulations and systems
- E911, Radio, & Homeland Security
- Regulations and standards governing the E911, Radio, & Homeland Security operations
- Processes for developing and administering budgets
- Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data
- Supervisory principles, practices, and methods
- Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff
- Thorough knowledge of principles and processes for providing customer services

**Skills in:**

- Managing and coordinating the operations and activities of the County's 911 center

- Uses logic and reasoning to analyze, understand, and evaluate complex situations
- Identifies the strengths and weaknesses of alternative approaches or solutions, to a situation
- Facilitating the delivery of high quality 911 services to the community and user groups
- Ability to plan and organize daily work routine and establish priorities for the completion of work in accordance with sound time-management methodology
- Establishing and maintaining effective working relationships with staff, County departments, contractors, vendors, service providers, outside agencies, community groups, and the general public
- Exercises appropriate judgment in establishing priorities. Considers the relative costs and benefits of potential actions
- Communicating effectively verbally and in writing
- Develops and maintains cooperative and professional relationships with employees at all levels, representatives from various departments, and outside agencies
- Developing and administering budgets and monitoring departmental expenditure
- Supervising, leading, and delegating tasks and authority
- Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy

**ACKNOWLEDGEMENT**

I have read and understood this job description. Any questions which I had about it have been answered by my supervisor or a member of County administration. I understand that a copy of this Job Description will be made available to me at any time upon request. I understand that this Job Description reflects the Nature of Work, Essential Functions, Work Environment and Physical Demands, Employment Standards, and Knowledge & Skills required in the position of Public Safety Administrator. I further understand that this description is subject to change as deemed necessary by upper level management. If I have any questions, I understand I can contact my supervisor.

\_\_\_\_\_  
Employee's Signature                      Date

I have issued this job description to the employee.

\_\_\_\_\_  
Supervisor's Signature                      Date