



911 Director
Morgan County Commission
77 Fairfax Street, Room 101
Berkeley Springs, WV 25411

40 HOURS PER WEEK w/BENEFITS
HOURS MAY VARY TO INCLUDE EVENINGS AND SATURDAY MORNINGS

KIND OF WORK:

The Director is the executive position for Morgan County Communications Center. This position is responsible for planning, organizing, directing, and supervising the overall operation of the E 911 Center. The Director directs and supervises staff, including assigning and delegating work projects, scheduling employees to ensure proper staffing levels are maintained, and performance management including evaluating work performance, coaching, mentoring, and suggesting corrective action for performance and conduct issues. Oversees the training of emergency dispatch personnel; instructs employees in the proper methods of operating communications and dispatch equipment, monitoring specified radio frequencies and dispatching public safety personnel and equipment; oversees the training of new employees on the receiving, dispatching and monitoring of routine and emergency communications; assigns, supervises and evaluates the work of supervisors. Performs all duties of a Telecommunicator, Communications Training Officer, Chief Communications Training Officer and Supervisor when required, responsible for Quality Assurance/Quality Improvement Program. Must be available for response to 911 Center during emergencies and for problems that may arise after regular working hours, this includes weekends, evenings, and holidays.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

The E-911 Director will perform the following duties. Other duties may be assigned.

- Responsible for testing, interviewing, and recommending telecommunicator and supervisor applicants for hire
- Oversees general HR duties, including scheduling, reviewing, and evaluating performance, employee relations and initial disciplinary actions
- Oversees general operations, including delegating assignments, training, and certification of Telecommunicators, CTOs, CCTO, and Supervisors and career development
- Provides continuing education opportunities to all staff members
- Develops departmental policies and procedures, reviews and updates policies on a regular basis due to technological advances, changes in protocols, or revisions necessary due to change in law enforcement, fire, or EMS policies and procedures
- Oversees and evaluates departmental response to calls for emergency service
- Encourages input from all agencies which Comm Center services
- Responsible for the operation and maintenance of communications equipment

- Recommends the purchase of equipment when necessary
- Serves on various boards, including Morgan County 911 Advisory Board (nonvoting member)
- Develops and maintains excellent working relationships with 911 board members, personnel, user agencies, associates, the media, other community stakeholders, and the public.
- Serves as the PIO (Public Information Officer) for Morgan County Communications, prepare or have prepared public safety messages and news from Comm Center.
- Supervises remedial training to assist those trainees that need to re-learn a certain portion of training. The trainee may need multiple opportunities to succeed.
- Plans, schedules, and reviews work of all telecommunicators and supervisors engaged in the operation of all radio, CAD, telephone, and support equipment in Communications Center, recommends personnel changes as needed.
- Handles complaints and inquiries related to the operation of Communications Center.
- Has the responsibility to meet with law enforcement, fire, EMS, and other agencies and officials who utilize the services of the Communications Center.
- Prepares documents and audio recordings for law enforcement, court, or Freedom of Information Act requests.
- Monitors all state required and other training programs for compliance such as CPR certification, EMD certification, International Academy of Emergency Dispatch, CTO certification, NIMS/ICS certification, and others.
- Maintains written records and activity reports with accuracy; maintains secure records in a secure depository.
- Maintains CAD database updates and processes monthly reports
- Creates, prints, and sends monthly reports to Commission Office
- Attends E911 Council Meetings when schedule allows, and meetings are held within close travel distance. Participates via teleconference when attendance is not feasible.
- Attends regional conferences and training sessions for continuing education.
- Oversees the security of the E 911 Center, enforces Commission policy, State of West Virginia, CJIS and FBI regulations.
- Responds to E911 Center or designated other location in times of dire emergency. Gives directions to staff on duty during any situation that they cannot handle.
- Attends community meetings when available, including Firemen's Association Meeting, Fire Academy, school events, etc.
- Visit Police Department, Sheriff's Department, Fire Stations, EMS station, and other facilities to foster goodwill in Public Safety service.
- Attend Supervisors Meeting with County Administrator and County Commission as scheduled
- Any other duty assigned by Morgan County Commission or County Administrator

SUPERVISORY REQUIREMENTS

The Director is the executive of the Communications Center and is responsible for carrying out the mission of the Center. In the Chain of Command of Morgan County, the Director answers to the Morgan County Commission through the County Administrator. All Comm Center employees are under the direct supervision of the E 911 Director. Takes action relating to all complaints, employee actions, need for discipline and notice of critical equipment failure unless the occurrence is of such an egregious nature that the Commission Office should be notified immediately. The Commission Office shall receive notice of any and all policy infraction and related disciplinary action immediately.

QUALIFICATIONS

The successful Director should be certified in ETC/EMD (WV State mandated minimum) or become within one year, and be willing to, if not already, become certified in EPD and EFD. Must have a minimum of one-year fulltime employment in the Morgan County E911 Communications Center or another similar 911 center/Public Safety Answering Point which provides like or similar type emergency dispatch/ call taking services.

The successful candidate will be required to provide certification documents to support and prove their certification(s) are current, up to date, and valid.

Knowledge of the Morgan County Emergency Communications Center telephone and radio equipment operations, emergency communications techniques, computer terminal operation, Federal, State, County, City, and Morgan County Emergency Communication Center policies, procedures, protocols, and requirements.

Successful candidate will be required to possess knowledge of the proper and efficient operations of an Emergency 911 Center or Public Safety Answering Point and possess knowledge of standard Emergency 911 Center telephone and radio equipment, emergency techniques, and proper emergency dispatch protocols.

Knowledge of all Federal/State/County laws/codes/regulations/ordinances regarding the proper, and legal operation of a Public Safety Answering Point (PSAP).

Acceptable work attendance.

EDUCATION and/or EXPERIENCE

Knowledge and level of competency commonly associated with an Associates Degree or 60 credit hours of college level study or with any combination of experience and/or training which demonstrates the applicant's ability to perform the essential functions of this position and comply with skills and abilities, certifications, documentation, and work environment requirements listed. At least 3 years experience as a Telecommunicator and 6 months experience as an E911 supervisor. Certification as a Telecommunicator and Supervisor through a course approved by Morgan County 911 or willingness to take this course after employment for proper recertification when needed. Previous experience in the fields of telecommunication, law enforcement, EMS, OEM, fire, and/or dispatching these agencies is essential for this position.

LANGUAGE SKILLS

Ability to read and interpret documents in English such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence in English, and the ability to speak English effectively in training, on the telephone, on the radio, before organizations, in meetings, etc. is required.

OTHER SKILLS AND ABILITIES

- Thorough knowledge of radio technology, principles, practices, and procedures as they apply to the operation of base stations, repeaters, mobile units, handheld units, and control units.
- Thorough knowledge of emergency telephony technology, principles, practices, and procedures as they apply to the operation of an E 911 Center.
- Thorough knowledge of principles, practices, and procedures as they apply to a Computer Aided Dispatch (CAD) system in a 911 Center. Have knowledge and assist in the maintenance of CAD databases. Knowledge of the monthly reporting paperwork required to be printed, forwarded to Commission, and a copy stored electronically or physically.

- Working knowledge of a GIS mapping
- Knowledge of West Virginia SORN radio system and equipment
- Knowledge of supervisory practices and procedures
- Completion or registration for Communications Supervisor Course selected by Morgan County 911
- Ability to plan, implement, and execute an extensive training program
- Ability to establish and maintain effective working relationships
- Ability to serve the Emergency Services community as a resource
- Ability to maintain written records and activities reports with accuracy, maintain sensitive information and documents in a secure location
- Ability to remain calm and work efficiently while processing messages and reports during many kinds of emergencies

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel, reach with hands and arms, talk, and hear. The employee is regularly required to stand and walk. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus. Hearing ability is required for this job. Some light housekeeping will be required.

WORK ENVIRONMENT/CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Individuals must be free from physical impairments that with or without reasonable accommodation would interrupt continuous performance of a shift lasting from 8 to 12 hours.

Work up to twelve (12) hours or longer at a time continuously wearing a communications headset that will cover one ear or fit within the ear canal of one ear, and still be able to hear and understand other outside sound sources not coming from the earpiece.

Must be prepared to stay in the Communications Center for the full scheduled shift, uninterrupted lunch and other breaks may not be available.

CTOs must be able to work shift work inclusive of days, evenings, weekends, and holidays.

Employees may be subject to “call back” on short notice during an emergency or other situation. Employees must have a telephone line for 24-hour availability. E911 Director will be provided a mobile telephone device so that he or she may receive calls from Comm Center when needed. E911 will be required to stay on after general working hours when emergencies occur.

Work is performed in a confined environment under high stress. Must take information from callers who may be excited, abusive, foul-mouthed, incoherent, drunk, or hysterical.

The noise level in the work environment ranges from moderate to very noisy.

SPECIAL REQUIREMENTS:

1. Possession of a valid driver's license.
2. May be required to occasionally work evenings, weekends, and holidays.

Reasonable accommodation may be made to enable individual with disabilities to perform the essential tasks.

ADDITIONAL INFORMATION FOR APPLICANTS

APPLICATION FOR THIS RECRUITMENT:

All applications for vacancies with Morgan County Government must be submitted to the Morgan County Commission, 77 Fairfax Street, Room 101, Berkeley Springs, WV 25411. An application may be rejected if it is not complete or is received after the specified closing date (we do honor post-mark date on applications submitted by postal mail). Each applicant will be notified by mail regarding the selection process. Morgan County does not reimburse travel expenses incurred to attend a scheduled interview.

EXAMINATION PROCEDURE:

The kind of examination/screening for positions announced will vary with each position and may include:

- an evaluation of training and experience
- personal and/or group interview
- a background investigation

PROBATIONARY PERIOD:

Morgan County is an "At-Will" employer. However, new employees normally serve a probationary period of six (6) months before attaining regular status. The length of the probationary period may vary depending on the position and may be extended depending on performance. The probationary period is considered part of the examination process to determine the employee's fitness for the position in which he/she was placed.

MORGAN COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

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