

Job Announcement

Job Title: Deputy Director

Classification: Supervisory role

Work Schedule: Monday-Friday 8 hours shift (with evening and weekend meeting and coverage when required).

Reports to: Director

Salary range: \$42,000 -\$44,990 (salaried position)

Posting closes 1 July 2023

JOB DEFINITION:

The Deputy Director provides effective, professional, and courteous emergency communications to the public and public safety agencies served by the Morgan County E911 Communications Center. Said person will be able to perform the roles of Emergency Telecommunicator as needed, Trainer to new and junior Emergency Telecommunicators as needed, and provide supervision, guidance, leadership, and instruction to the Emergency Telecommunicator Shift Supervisor (ETSS). The Deputy Director will review, oversee, correct, and provide direction of the work product and work performance of the Morgan County Emergency 911 Communications Center staff. Said person will oversee the incident command operations of the Morgan County E911 Communications Center until relieved by higher authority.

The Deputy Director will report directly to the Director of the Morgan County Emergency 911 Communications Center.

JOB

CHARACTERISTICS:

This is a civilian, supervisory, FLSA Status non-exempt position which carries with it all the same responsibilities and tasks required of an Emergency Telecommunicator (Emergency Dispatcher) when needed, as well as the responsibilities and tasks required of a supervisory, management type position. The Deputy Director is also responsible for allocating and dispatching resources and personnel for and coordinating resources from neighboring jurisdictions. The Deputy Director will ensure that the Morgan County Emergency 911 Communications Center staff follows established policy, procedure, laws, and protocols while on duty.

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Essential Duties/ Functions and or Responsibilities:

(The following job duties/ responsibilities/functions are not all inclusive. New and or redefined job duties/ responsibilities/ and or functions can be assigned by the Director and or County Administrator at any time. These descriptions are merely indicative of the average, or generalized, job duties and responsibilities of a Deputy Director).

- Acts and performs all duties and all the responsibilities of a normal Emergency Telecommunicator when needed.
- Will be required to respond to the Morgan County Emergency 911 Communications Center during declared States of Emergency, manpower shortages, Emergency Telecommunicator Supervisor shift callouts, or anytime as directed by the Director.
- Oversees, guides, and leads the work performance of all the ETSS's employed at the Morgan County Emergency 911 Communications Center.
- Acts and performs as the Supervisor, providing guidance, leadership, oversight, direction, and information to the ETSS's under his or her command.
- Reviews all his or her staff's paperwork for accuracy to include pay sheets, time sheets, CAD reports, P-Card receipts and statement itemization reports, and any other paperwork normally utilized by the ETSS staff during the ordinary course of business.
- The Deputy Director will be responsible for assigning work details/work shifts to the ETSSs under his or her command and monitoring the progress of same.
- Ensures adequate staffing levels during each assigned work shift. Should a staff member call out or call off sick, the Deputy Director would be responsible for assisting the ETSS in locating a suitable replacement to ensure that there are always at least two Emergency Telecommunicator staff members on duty.
- Oversees employee work schedules, and keeps staff apprised of changes in the schedule and or work responsibilities.
- Assists the Director with the prompt and accurate payment of all bills/invoices for or regarding the continued operations of the Morgan County Emergency 911 Communications Center and pertaining to the field subscriber radios/towers/radio infrastructure.
- Assists the Director with contacting, communicating with, and scheduling service calls/repairs with approved vendors who service different aspects of the equipment assigned to or under the control of the Morgan County Emergency 911 Communications Center.

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Minimum Required Qualifications:

- The successful Deputy Director candidate should be certified in ETC/EMD (WV State mandated minimum) and be willing to, if not already, become certified in EPD and EFD. Must have a minimum of two-years 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. Must have no more than one (1) sustained disciplinary action (if the applying candidate is already an employee of the Morgan County Commission) within the 12 months prior to being offered the position.
- The successful candidate will be required to provide certification documents to support and prove their certification(s) are current, up to date, and valid.
- General 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.

Preferred Qualifications:

- It is preferred that the successful candidate possess the leadership training and abilities, verified through means of demonstrable or documented training courses, prior on the job experience, and/or educational experience.

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Working conditions:

- The Deputy Director speaks to the public in sometimes stressful situations; The Deputy Director must be available to work evenings, nights, weekends, holidays, shift work, rotating shifts, any shift, and is subject to call back to work on short notice when deemed necessary by the County/Director of the Morgan County Emergency 911 Communications Center in the interest of public safety and the efficient and continued ongoing operations of the Morgan County Emergency Communications Center.
- The Deputy Director will be working in a tobacco-free, smoke-free environment for prolonged periods of time.
- The Deputy Director will be expected to wear uniform policy attire every day during the work shift. The Deputy Director may be required to testify in court and should be presentable each day.