

COUNTY OF LEELANAU
JOB DESCRIPTION

Deputy Director of Emergency Management / 9-1-1

FSLA: EXEMPT

Supervised By: Director of Emergency Management / 9-1-1

Supervises: 9-1-1 Dispatchers and other subordinate personnel as assigned

Position Summary:

Under the general supervision of the Director, this position assists the Director with the administration, planning, coordination and operation of the Leelanau County 9-1-1 Dispatch Center and Emergency Operations Center. This position also performs the duties of the Director in his or her absence. The following essential duties, responsibilities and qualifications include, but are not limited to those stated and may include additional responsibilities as assigned by the Director.

Essential Job Functions:

An employee in this position may be called upon to do any 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 function satisfactorily.

1. Assist in developing and maintaining policies and procedures that comply with State and Federal regulations to ensure quality services are provided in an efficient and timely manner from emergency service providers
2. Assure that policies and procedures are adhered to by departmental employees
3. Assists the Director with hiring, training, supervision and discipline of Leelanau County Dispatch personnel. Evaluates Dispatch staffing levels and makes recommendations for staffing changes as needed
4. Ensure all 9-1-1 Dispatchers are certified and maintain their certification as outlined by State laws and departmental policies
5. Constructs and oversees work schedules to ensure efficient operations while minimizing overtime
6. Assists Director with reviewing, investigating, responding to, and taking corrective action regarding complaints and questions of authority
7. Reviews calls for Quality Assurance purposes by request or discretion of the Director
8. May at times perform the duties of an Emergency Telecommunicator in the Leelanau County 9-1-1 Dispatch Center
9. Attends various regular meetings including 9-1-1 Advisory Board, Fire Chief's Association, LEPC/LPT and others as assigned by the Director
10. Assist in maintaining compliance with all applicable Local, State, and Federal government laws, ordinances, and regulations as they apply to Emergency Management and 9-1-1 Dispatch

11. Attends training as required by the State of Michigan and Federal Government relating to Emergency Management and 9-1-1 Dispatch. Overnight travel will be required
12. Assist in preparing Pre-Event Emergency Response Plans for special events when requested by event coordinators or first responders
13. Assist in preparing, updating and maintaining Off-Site Emergency Response Plans for 302 Sites and for non-302 sites requesting such plans

Qualifications:

1. Minimum education or experience equivalent to a Bachelor's Degree in a related field, such as Business Administration, Human Resources, Criminal Justice, Emergency Fire Science, Emergency Medical Services, or Emergency Communications
2. Knowledge of mobile radio communication technology and computer-aided dispatch systems
3. Possession of, or the ability to obtain within six months of appointment, required Emergency Management and 9-1-1 Emergency Dispatch certifications
4. Working knowledge the laws, ordinances, and other regulations pertaining to the provision of emergency services and 9-1-1 public safety dispatching and related tasks, as well as emergency preparedness procedures and planning techniques
5. Ability to handle multiple projects simultaneously and effectively communicate in written and verbal form
6. Possess the computer skills necessary to effectively utilize databases, spreadsheets, and basic word processing
7. Ability to establish and maintain satisfactory relationships with the public, staff, elected officials and County employees
8. Ability to manage and direct staff members by both personal example and direct action
9. Ability to operate a motor vehicle and possession of a license to do so

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 duties of the job. Reasonable accommodations may be made in order to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand, walk, use hands to finger, handle, or feel, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move items of light to moderate weights.

While performing the duties of this job, the employee regularly works in a business office setting. The employee is occasionally exposed to outside weather conditions.

Pre-employment Screening Requirements:

The employee must submit to and pass a medical, psychological, criminal history and background investigation.