

**Jefferson County
Job Description**

Position Title:	Deputy Director of Communications	Grade Level:	V
Department	Emergency Communications	Date:	
Reports to:	Director of Emergency Communications	FLSA Status	Exempt

Statement of Duties: Employee assists the Communications Director with the efficient operation of the Emergency Communications Center; provides mid-level administrative oversight of the Department. Employee is required to perform all similar or related duties.

Supervision Required: Works under the general direction of the Communications Director. Employee plans and carries out the regular work in accordance with standard practices and previous training, with substantial responsibility for determining the sequence and timing of action and substantial independence in planning and organizing the work activities, including determining the work methods. The employee is expected to solve through experienced judgment most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the particular problem. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor, but ordinarily the employee plans the work, lays it out and carries it through to completion independently. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

Supervisory Responsibility: Provides immediate supervision for over twenty (20) full-time and six (6) part-time employees. Employee assigns, checks, and reviews work which has standardized procedures. Supervisory responsibility includes direct accountability for work results. Provides input when subordinates are evaluated, disciplined or trained by the department head. Act as the department head during absences. Work is subject to unpredictable fluctuations.

Confidentiality: Employee has access to confidential information of the department, including personnel files, criminal investigations, client records and department records.

Accountability: Consequences of errors, missed deadlines or poor judgment may include time loss, adverse public relations; jeopardize programs, monetary loss, and labor/material costs danger to public health/safety, officer safety, and legal repercussions.

Judgment: The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and applying federal, state and local regulations.

Complexity: The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve

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evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish the work.

Work Environment: Work is performed in an office environment, sometimes requiring wearing a headset and speaking to the public in sometimes stressful situations, sustained posture in a seated position for prolonged period of time. Employee may be exposed to biohazards, emotional stress, and risk of personal injury. Must be available to work evenings, weekends, holidays, and for call back when needed and travel as required for duties or training.

Nature and Purpose of Relationships: Relationships are constantly with co-workers and the public. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance. The employee communicates departmental practices, procedures, regulations or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

Occupational Risk: Duties of the job present little potential for injury to the employee. Risk exposure is similar to that found in typical emergency dispatch settings.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Plan, organize, coordinate, staff, direct, assign, manage and provide leadership to the Emergency Communications Center.
2. Assist with managing and planning the operations of the public safety dispatch center.
3. Create duplicate logs, audio recordings, and records of Communication operations as determined by the Freedom of Information Act.
4. Plan, coordinate and review the work plan for assigned projects and responsibilities.
5. Participates in the selection, orientation, training and evaluation programs for personnel in the communications center; provide and/or coordinate staff training; identify and resolve staff deficiencies; fulfill discipline procedures; ensure team members are in compliance with the County's policies and procedures and local, federal and state law.
6. Coordinates with other Public Safety Agencies in developing and implementing policies and procedures for related communication functions and operations.
7. Assure that staffing levels are maintained by assisting with ongoing recruitment, interviewing and testing of applicants.

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8. Maintain a high level of team performance and competence.
9. Participate in a variety of team and committee activities within Police, Fire, EMS, and other County programs.
10. Attend public meetings.
11. Conduct research and prepare reports.
12. Answer complaints and inquiries concerning the activities of the Communications Center.
13. Serve as Terminal Agency Coordinator (TAC) for West Virginia Automated Police Network (WEAPON) system; plan, organize, and perform training on WEAPON system; ensure communications personnel are certified by the state within six months of employment.
14. Conduct personnel investigations, investigating complaints and recommend disciplinary actions.
15. Assume responsibilities of Communications Director in his/her absence.
16. Must be available to work evenings, weekends, and holidays and for call back when needed, and travel as required for duties or training.

Recommended Minimum Qualifications:

Education and Experience: Bachelor's degree, and three to five (3-5) years of experience as a Supervising Public Safety Dispatcher; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements: Must successfully complete the APCO Basic Dispatcher course and WEAPON certification course within the first year of employment, and successfully complete MPDS EMD course during training. Must have a valid West Virginia Operator's License thirty days from date of hire.

Knowledge, Abilities and Skill

Knowledge: Laws, codes, regulations, policies and procedures pertaining to emergency telecommunications, first aid and first responder practices and procedures, geographical layout of the town.

Abilities: Operate multi-line telephone system, multiple radio channels and computer terminals. Ability to interact effectively and appropriately with the public and other personnel, hear, understand, and respond to emergencies quickly and appropriately, deal with stressful situations,

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and maintain confidential information.

Skills: Communication, assessing situations, and dispatching and recording information.

Physical and Mental Requirements

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 position's essential functions.

Physical Skills: Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects such as ledger books, photocopy, and computer paper.

Motor Skills: Position requires minimal motor skills for activities such as: operating a personal computer and/or most other office equipment, typing and/or word processing, filing, moving objects, sorting of papers or operating a motor vehicle.

Visual Skills: Position requires routine reading of documents, and reports for understanding and analytical purposes; employee must be able to distinguish colors.