

**Jefferson County  
Job Description**

<b>Position Title:</b>	Director	<b>Grade Level:</b>	IX
<b>Department</b>	Emergency Communications	<b>Last Updated:</b>	August 2025
<b>Reports to:</b>	County Administrator	<b>FLSA Status</b>	Exempt

**Statement of Duties:**

Responsible for managing and planning the operations, staffing, budgeting, and leadership of the Emergency Communications Center (9-1-1). Employee is required to perform all similar or related duties.

**Supervision Required:**

Works under the direction of the County Administrator. Individual establishes short-range plans and objectives, performance standards for direct reports, and assumes direct accountability for department results. The employee is responsible for the development and implementation of goals, objectives, and budgets.

**Supervisory Responsibility:**

Employee is responsible for the management of twenty to thirty full-time employees, and fewer than ten part-time employees. Responsibilities include the direction and success of department programs, preparing and administering budgets, developing short- and long-range objectives, and coordination with the Office of Human Resources on personnel functions, including effectively recommending hiring, training, and discipline. Large numbers of employees work physically separated from their supervisor due to multiple shifts or concurrent work. Work operations are 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, jeopardized programs, monetary loss, labor/material costs, danger to public and officer safety, and legal repercussions.

**Judgment:**

Guidelines provide limited direction. They may include administrative or organizational policies, general principles, legislation, or directives. Extensive judgment and ingenuity are required to adapt methods and approaches or develop new ones. Employee is recognized as the department's authority in interpreting and applying guidelines and in developing operating policies and practices.

**Complexity:**

Work involves applying a wide range of theories, principles, techniques, and practices in an administrative field. Assignments typically involve evaluating trends, assessing services, and recommending improvements.

## **Jefferson County Job Description**

### **Work Environment:**

Typical of an indoor office setting with minimal exposure to outside elements. Occasional distractions from noise or surroundings may occur. Must be available to work evenings, weekends, holidays, on-call, and to travel as required.

### **Nature and Purpose of Relationships:**

Duties involve ongoing contact with community leaders and others to promote and protect the county's interests. Requires strong diplomacy, sound judgment, and the ability to influence and work with diverse individuals. Strategic collaboration with the County Administrator is essential for advancing work at the state and federal levels.

### **Occupational Risk:**

Limited risk, with only occasional exposure to stress or hazards. Minor injuries may occur if safety protocols are not followed (e.g., minor cuts, strains, or bruises).

### **Essential Functions:**

The functions below illustrate typical work duties and do not exclude other related responsibilities.

1. Plan, organize, coordinate, staff, direct, and manage the daily operations of the Emergency (9-1-1) Communications Center.
2. Maintain accurate logs, audio recordings, and records of all operations; serve as Official Custodian of Records.
3. Coordinate with law enforcement, fire, and medical rescue agencies on issues related to emergency dispatch.
4. Oversee development and implementation of departmental goals, objectives, policies, and procedures.
5. Evaluate present and future resource needs; conduct research and make recommendations.
6. Oversee acquisition, maintenance, and readiness of all departmental equipment.
7. Monitor and improve service delivery methods and implement changes.
8. Supervise department personnel, including HR coordination for recruitment, training, evaluation, and discipline.
9. Ensure compliance with County policies and applicable laws and regulations.
10. Promote a strong customer-service culture and provide excellent service to all stakeholders.
11. Coordinate with the County Grant Administrator to research, apply for, and administer grants.
12. Collaborate with public safety agencies to implement shared policies and procedures.
13. Serve on boards and committees such as the Enhanced 9-1-1 Advisory Board; conduct public meetings.
14. Serve as communications liaison during Emergency Operations Center activations.
15. Ensure department staff training, testing, and certifications are current.
16. Conduct research and feasibility studies.
17. Promote high team performance through ongoing training and performance evaluations.
18. Monitor communications industry developments and recommend system upgrades.
19. Coordinate with telephone service providers as needed.
20. Respond to and resolve public inquiries and complaints.

## **Jefferson County Job Description**

21. Acquire and maintain required operating licenses and permits.

### **Recommended Minimum Qualifications:**

#### **Education and Experience**

Bachelor's degree strongly preferred. Seven to ten (7–10) years of experience in Public Safety, including five (5) years as a supervisory Public Safety Dispatcher. Equivalent combinations of education, training, and experience may be considered.

#### **Special Requirements**

Preferred certifications: Emergency Number Professional (ENP), CPR, APCO, WEAPON. Must hold a valid West Virginia Operator's License.

### **Knowledge, Abilities, and Skills**

#### **Knowledge**

- Emergency communications procedures and systems
- Public safety laws and operational standards
- Leadership, coaching, training, and performance evaluation
- Budgeting and project management
- Emergency medical, police, and fire operations
- Applicable laws, codes, and safety practices
- County geography

#### **Abilities**

- Manage high-pressure situations and make sound decisions
- Plan and direct a multi-shift public safety operation
- Evaluate personnel and maintain high performance standards
- Work effectively with the public and stakeholders

#### **Skills**

- Leadership and management
- Budgeting and financial oversight
- Clear communication and strategic decision-making

### **Physical and Mental Requirements**

#### **Physical Skills**

Minimal physical demands. Work mostly involves sitting, with occasional walking, standing, and lifting (e.g., paper, files).

#### **Motor Skills**

Basic motor skills for computer operation, document handling, and occasional driving.

#### **Visual Skills**

Frequent reading and interpretation of reports, screens, and documents; color vision required.

**Jefferson County  
Job Description**

FY26 Grade 9 Salary Range

Base: \$95,181

Max: \$152,318\*

*\* Please note the difference between the salary base and salary maximum represents the earning potential for this position. While candidates will be provided a salary commensurate with their level of education and experience, the maximum salary advertised, though possible, is not probable.*