



# TUSCALOOSA COUNTY EMERGENCY COMMUNICATIONS DISTRICT

7400 Richard M. Pierce Parkway • Northport, Alabama 35473 • (205) 710-6775

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Communications / Addressing / Mapping

Rod Coleman, Director

## JOB POSTING

Title: 911 Deputy Director

Pay Rate: \$63,680.01 - \$81,310.36 annually

Apply To: Rod Coleman via email ([rcoleman@tuscco911.org](mailto:rcoleman@tuscco911.org)) or letter

Deadline to Apply: November 8, 2019

### **POSITION SUMMARY:**

This is a responsible management and administrative position serving as second in command to the 911 Director on all issues pertaining to the 911 Calltaking process and overall operations of the Tuscaloosa County Emergency Operations and Communications Center. The Deputy 911 Director generally assists the Director in the execution of his/her authority and responsibilities in areas of executive leadership, managerial and organizational effectiveness, fiscal planning, budgeting, auditing, human resources development, public service and communication. The Deputy 911 Director possess the full authority of the Director when the Director is absent on all issues pertaining to the Tuscaloosa County Emergency Operations and Communications Center.

### **DUTIES:**

Acts on behalf of the Director and authorized in the event of absence or vacancy to ensure continued execution of the Director responsibilities.

Supervises staff to include: prioritizing and assigning work, conducting performance evaluations, ensuring staff are trained, ensuring that employees follow policies and procedures, and maintains a healthy and safe working environment, and making hiring, termination, and disciplinary recommendations. Assists the Director with the hiring process of all calltaking personnel, including interviews, background checks and selection of new hires.

In cooperation with the Director, plans and guides building and capital improvements projects.

Assists the Director in coordination of the selection, maintenance, and repair of current and future department equipment and technology and maintains an inventory of related equipment.

Assists the Director in negotiating and monitoring service and repair contracts.

Reviews and/or develops various reports regarding department operations, monitors compliance with applicable laws, rules and regulations, and researches current trends in 911 services.

Coordinates with the Director in the development and monitoring of the annual budgets.

Assists the Director in responding to difficult or complex personnel issues and resolves associated administrative problems.

Uses statistical data to analyze staffing levels to ensure they are meeting the demand of the 911 center and reports findings to the Director.

Participates in community and other government organizations to promote the department's image and programs and to coordinate related services.

Responsible for coordinating and administration of all leaves of absence, including all FMLA leaves, in cooperation with the 911 Accounting and Benefits Manager.

Consults legal counsel to ensure that policies comply with federal and state law.

Investigates, reports and resolves sensitive or complex complaints in cooperation with the Director.

Collaborates with the necessary local officials, public safety officials, advisory boards and committees.

Assists the Director with overall operations and functions of the Tuscaloosa County Emergency Operations and Communications Center.

May perform other similar duties as necessary.

**QUALIFICATIONS:**

Experience in a police, fire or EMS dispatch setting, and preferably supervisory experience in same setting.

Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and consider larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team; to work harmoniously with persons of diverse backgrounds and experiences, without regard to race, color, creed, religion, national origin, sex, age, or non-disqualifying disabilities.

Knowledge of supervisory principles, project management principles, basic public safety operating principles, budgeting principles and emergency communications systems including voice and data.

Skill in monitoring and evaluating the work of subordinate staff, prioritizing and assigning work, managing projects, managing work of external vendors and contractors, developing and administering budgets, developing equipment and system specifications, preparing system documentation, planning and scheduling repairs to critical public safety equipment, troubleshooting complex communications equipment problems, using a computer and related software applications, and communications and interpersonal skills as applied to interaction with coworkers, supervisors, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Must possess a valid Alabama Driver's License, or equivalent.