



SMYTH COUNTY 9-1-1 COMMUNICATIONS CENTER

PUBLIC SAFETY 911/EMD Operations Manager

Department:	9-1-1 Communications Center
Reports To:	Sheriff
Supervision Exercised:	Reporting to the Sheriff, oversees all operations and functions of the Emergency Communications Center. Is responsible for all personnel within the department.
Supervision Received:	Receives minimal instruction /supervision in regards to daily work duties/activities. Under general supervision of the Sheriff or his/her designee.
Classification (FLSA):	Exempt: Full-time, 40 hours/week
Category:	Public Services: 9-1-1 Public Safety Communications, Emergency Medical Dispatch (EMD) Supervision: Manager

JOB SUMMARY:

Serves at the direction of the Sheriff (designee), directs a 911 emergency telephone system and centralized emergency dispatch center responsible for dispatching all police, fire and ambulance services within the County of Smyth. Responsible for the maintenance of all communications and other equipment and the coordination and integration of systems including telephone, computer and radio interfaces. Responsible for all administrative functions of the department including financial and personnel management, supervision of dispatch personnel, and preparation, administration of the budget for the Center, responds to Freedom of Information Act requests, and EMD/Personnel training.

JOB REQUIREMENTS:

Approved combination of education, training, and/or work experience that would provide equivalent knowledge, skills, and abilities may be considered.

- Bachelor's degree in related field such as emergency management, public administration, business administration, communications, or criminal justice from an accredited university/college or equivalent experience; certified Emergency Medical Technician required (paramedic preferred).

- Three (3) years' experience in public safety dispatching operations or equivalent, including at least two years' experience as a manager and/or responsible for supervising others.

Other Requirements:

- Must maintain a valid Virginia Driver's License
- Must be a certified VCIN Instructor or become certified within one year of employment
- Must be a certified DCJS General Instructor or become certified within one year of employment
- Establishment of County residency required within one year of hire date.
- Successfully pass background investigation.
- Successfully pass pre-employment drug screening

PHYSICAL REQUIREMENTS:

[This job requires the ability to perform the essential functions contained in this description. These include but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.]:

Must have vision corrected to proficiently read and comprehend information on computer screens, including displayed colors. Minimal bending or stooping and occasional lifting of 25-30 pounds, but primarily in a sedentary position within a climate-controlled environment. This position requires the ability to perform the essential functions contained in this description which include, but are not limited to, the following requirements:

1. Ability to operate and utilize telecommunications equipment by voice in English.
2. Ability to enter and retrieve information from computers.
3. Ability to access all County locations.

Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.

WORKING CONDITIONS:

Works in office conditions but is required to travel to all County locations and emergency communication sites. Exposure to major accidents and health hazards is a possibility. May be required to work extended hours during emergency conditions.

The qualifications listed above are intended to represent the preferred minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The position specifications should be viewed as employment qualification standards, but may not include all possible position responsibilities.

JOB DUTIES AND PERFORMANCE STANDARDS

1. The manager is responsible for interviewing job candidates and making hiring decisions, scheduling, assigning work, reviewing and evaluating performance, and dealing with employee relations issues;
2. Coordinates and oversees the orientation, initial, and on-going training and all required certifications of dispatch staff and develops programs to address changing procedures and technology;
3. Develops and implements departmental policies and procedures and submits to the Sheriff for approval. Reviews, monitors, and modifies policies and procedures as necessary. Ensures that procedures comply with local, state, and federal regulations as well as specified accreditation standards;
4. Oversees and evaluates departmental response to calls for emergency services. Analyzes and adjusts staffing level in relation to call volume and call response;
5. Responsible for the operation and maintenance of communications systems and other equipment. Ensures that all equipment is properly operated and maintained and negotiates and administers maintenance agreements;
6. Drafts and presents the annual departmental budget. Approves expenditures as authorized and monitors expenditures to ensure they are within budgetary guidelines. Maintains accounting records of the center and prepares reports for the Sheriff. Develops the long-range financial and capital plans;
7. Works closely with representatives of system users to develop and implement plans for improving capabilities through equipment and technology;
8. Responds to complaints regarding dispatch operations. May include discussing with the complainant, listening to audio recordings, reviewing the incident, discussing with staff, and responding to and resolving complaints;
9. Coordinates services with emergency service agencies. Works closely with representatives of such agencies to ensure their needs are met and their concerns are addressed. Works toward standardization of communications equipment and procedures to improve emergency communications;
10. Prepares Communication Center monthly activity reports;
11. Conducts research and makes presentations to the Sheriff or other governing bodies as required;
12. Ensures that all records associated with warrant service are current and accurate;

13. Maintains knowledge of center's software and hardware capabilities and components and;
14. Any other duties as assigned by the Sheriff.
15. Responsible for responding to all Freedom of Information Act requests from the Communications Center.
16. Responsible for EMD training and Quality Assurance reports.

Knowledge, Skills and Abilities

Thorough knowledge of the methods and techniques used in operating the communications system, radio, and teletype procedures; thorough knowledge of incident based reporting; thorough knowledge of the geography of the Smyth County and Towns of Marion, Chilhowie, and Saltville; thorough knowledge of the rules and regulations governing radio operations; advanced knowledge of computer systems and dispatch related software; excellent listening skills; excellent communication skills (both written and oral); ability to dispatch and supervise the dispatching of equipment and personnel from a modern 911 center; ability to deal effectively with hostile and/or discourteous persons; ability to remain professional at all times with the public and with first responder personnel; ability to use good judgment and to react quickly in emergency situations.

Note: This job description is not intended to be all –inclusive. An employee will also perform other reasonably related job responsibilities as assigned by management as required. The Smyth County Sheriff's Office reserves the right to revise or change job duties as the need arises. Moreover, the Sheriff reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.

Annual Salary Range: DOQ plus County benefit package.

Applications for employment available online at www.smythcounty.org. Please submit application with resume to the County Administrator's Office at 121 Bagley Circle, Suite 100, Marion, VA 24354. Applications available online at www.smythcounty.org under the [Human Resource link](#) or may be picked up at the Smyth County Administrator's Office.

Deadline to apply: August 26, 2022 - Position is open until filled.

SMYTH COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER