

JOB ANNOUNCEMENT

Emergency Communications Manager/Director – 911

Entity: Claiborne County Emergency Communications District

Posting Open Date: 05/16/2022 | Closing: 05/31/2022

Minimum Salary: \$58,000 - \$72,000, based on experience

FLSA EXEMPTION: EXEMPT

JOB SUMMARY

Responsible for overall administration and supervision of a highly technical centralized dispatch/telecommunication emergency organization. Directly responsible for the general supervision and direction of day-to-day operations in accordance with federal, state, and local procedures. Responsible for coordinating with other local agencies to ensure all public safety agencies are properly supported with all aspects of 9-1-1.

JOB REQUIREMENTS

A minimum of 10 years training and experience in the operation and management of an emergency communications center involving police, fire, and emergency medical services required; at least 5 years in a managerial or command position is preferred within a single agency or system.

Associate degree from an accredited college or university in a related field is preferred.

Must successfully complete a physical examination and psychological examination as well as a drug screening test.

No Felony Convictions.

JOB DUTIES

1. Act as staff liaison to the board of the Emergency Communications District of Claiborne County; report progress on projects, resource utilization and general performance; provide reports-both written and oral as requested.
2. Responsible for the development of the annual budget and for monitoring this in conjunction with the Board; establish controls to stay within the specified limits of the budget.
3. Recommend annual program goals to the Board.
4. Conduct long and short-term planning regarding operations, trends, equipment, etc. as related to emergency communications systems, analyze technical data, and provide the Board with recommendations, reports, proposals, etc....
5. Plan and oversee the implementation of training and education programs for the Emergency Communication Center employees.
6. Act as a liaison between the Board and affiliated organizations. (i.e., Claiborne County Sheriff's Department, Tazewell P.D., New Tazewell P.D., TNT Fire Department, Claiborne

County Ambulance Service, County Volunteer Fire Departments, telephone companies, etc.) relative to the services provided to or by the Emergency Communications Center.

7. Develop, implement, and monitor policies and procedures appropriate to the day-to-day operation of the Emergency Communications Center.
8. Coordinate with State and Federal agencies in meeting all requirements for the 9-1-1 system.
9. Handle all internal and/or external complaints.
10. Communicate verbally without hesitation and in a clear, concise, and convincing manner; communicate effectively in writing.
11. Develop, implement, and monitor emergency disaster plan.
12. Possess a working knowledge of incident command.
13. Perform and assume other duties and responsibilities as may be required at the direction of the Board.
14. Develop and maintain a plan that ensures a citizen's request for public safety and non-emergency requests are processed promptly.
15. Oversee addressing of all locations in the county.
16. Prepare and execute a budget under the direction of the Board of Directors.
17. Possess knowledge of Federal, State, and local statutes concerning communication center operations.

TECHNICAL

1. Ensure appropriate, effective, and efficient use of the telecommunications system with enhanced 9-1-1 features and the capabilities.
2. Coordinate, develop, and monitor the use of a computer system which routes all emergency calls to the proper jurisdiction or public safety answering point.
3. Recommend the purchase, rent, lease, license, or other acquisitions from outside sources of communication systems and/or related services required to meet the needs of the Emergency Communications Center; review all bid specifications for the purchase of equipment modifications and submit recommendations to the Board.
4. Develop a public awareness program to inform citizens of the use of the 9-1-1 system; develop a system by which to aid the public on the uses and operation of the enhanced 9-1-1 system.

5. Plan, coordinate, and direct public relations activities, news releases, etc....

Qualified individuals interested in applying for Director must submit a resume along with a letter of interest to: **Bill Fannon, Chairman of the 911 Board, 911 Director Position, PO Box 140, Tazewell, TN 37879.** Resumes must be received by the end of business on **May 31, 2022** and shall not exceed five (5) pages and must contain three (3) valid references. Additional documentation may be required after initial review. The Board anticipates a conclusion to this process within 60 days of announcement.

Please call 423-626-5104, between the hours of 8:00-4:30 M-F, if you have questions.

The Claiborne County Emergency Communication District is an Equal Employment Opportunity (EEO) employer and does not discriminate on the basis of race, color, national origin, religion, gender, age, veteran status, political affiliation, sexual orientation, marital status or disability (in compliance with the Americans with Disabilities Act) with respect to employment opportunities.