

Franklin County Position Description

Position Title: Communications Director

Department: Communications Center

FLSA Status: Exempt

Reports to: County Administrator

Effective Date: November 2022

Job Summary:

The Communications Director is responsible for the daily emergency telecommunications and related services provided by the Franklin County Communications Center to include law enforcement, fire and EMS. This position works closely with other Public Safety Agency's in all matters related to the Franklin County Communications Center. The Director oversees the entire communications operation managing dispatch supervisor(s) and dispatchers.

Essential Job Functions:

- *Manages operations of the Communications Center and must be available 24/7 for public safety situations.*
- *Ensures compliance with department policies and procedures, as well as, ensuring that the union contract is abided by on behalf of management.*
- *Responsible for attending all employee hearings at the union or labor board level and is a member of the negotiating team.*
- *Processes and approves payroll on a bi-weekly basis.*
- *Ensure accuracy of all logs, records, messages, and reports.*
- *Conducts investigation of tape requests and provides the appropriate information for the requesting agency.*
- *Responsible for overseeing all equipment used by communications personnel; and works closely with outside vendors who manage and maintain communications equipment.*
- *Conduct regular meetings with dispatch personnel*
- *Research and identify training opportunities to enhance the communication capabilities for personnel.*
- *Manage policies, procedures, and operations of the Communications Center. Maintaining up to date protocols and procedures for all outside agencies for services related to the Communications Center.*
- *Attend all meetings pertaining to public safety, 911/PSAP, and network with other agencies within our area in relation to communications and resources.*

- *Manage and oversee the development and scheduling of the training programs for the communications center and monitor that all personnel have the appropriate training and certifications.*
- *Communicates on a regular basis with the Franklin County Emergency Management Agency Director and Franklin County Commissioners with all business as related to the Communications Center.*
- *Manages the Communications budget on a monthly basis, submitting vouchers to the County for payment in a timely manner, and working with the Dispatch Advisory Board and Emergency Management Agency on the yearly budget submission to the Budget Committee.*
- *Conducts performance and disciplinary counseling sessions as necessary.*
- *Responsible for providing a recommendation to hire, suspend, or terminate employment of Communications staff to the Board of Commissioners.*

Required Knowledge/Skills/Abilities:

- *Knowledge of dispatch operations and communications for public safety, preferred*
- *Familiarity with geographical characteristics to include county mapping and area changes.*
- *Knowledge and proficiency with PSAP operations and Next Gen Technology preferred.*
- *Strong analytical and problem-solving skills.*
- *Strong leadership skills.*
- *Excellent verbal and written communication skills both internally and externally.*
- *Excellent interpersonal and customer service skills.*
- *Excellent organizational skills and attention to detail.*
- *Proficient with dispatch related software.*
- *Ability to prioritize tasks.*
- *Ability to function well and make decisions in a fast-paced and periodically stressful environment.*
- *Dependable, punctual, and flexible with work schedules*
- *Background check required.*

Education and Experience:

Minimum high school diploma or equivalent. Associates degree preferred.

At least two years of managerial experience required.

Emergency dispatching preferred.

Physical Requirements:	Percentage of Work Time Spent on Activity			
	0-24	25-49	50-74	75-100
<i>Seeing: Must be able to read computer screens and reports.</i>				x
<i>Hearing: Must be able to hear well enough to receive calls and radio communication.</i>				x
<i>Standing/Walking: Must be able to move about the department.</i>	x			
<i>Fingering/Grasping/Feeling: Must be able to type and use technical sources.</i>			x	
<i>Lifting/Pulling/Pushing: Must be able to lift up to 25 pounds.</i>	x			
<i>Climbing/Stooping/Kneeling: Must be able to stoop or kneel to pick up paper products or directories.</i>	x			
<i>Working Conditions: Normal working conditions absent extreme factors.</i>				
<i>Note: The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. 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.</i>				

Employee Signature

Date

Supervisor Signature

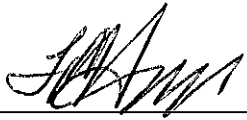
Date

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.


Approval Signatures:



Commissioner Brann



Commissioner Harvell



Commissioner Carlton