



Franklin County, Maine

## **Communications Center Director (PSAP/911)**

### **Franklin County, Maine**

Franklin County is seeking a Director of Communications to lead our Communications Division. This position is responsible for managing and providing strategic leadership to a team consisting of two Communications Supervisors and ten Communications Officers.

We are looking for a candidate with strong leadership and management experience, particularly within a public safety environment. The ideal candidate will demonstrate the ability to lead teams effectively, foster a positive and accountable workplace culture, support professional development, and ensure high performance standards. Experience overseeing personnel, implementing policies and procedures, managing operations, and making sound decisions in high-pressure situations is essential.

Prior communications experience is preferred but not required. However, a solid background in public safety leadership and demonstrated success in supervising and developing teams is critical to success in this role.

This is an excellent opportunity for a motivated leader who is committed to operational excellence, collaboration, and serving the community.

#### **Responsibilities Include:**

- Oversee daily operations of the County Communications Center
- Ensure compliance with Maine 911/PSAP regulations and protocols
- Supervise dispatch staff and oversee required state certifications
- Manage communications equipment and vendor partnerships
- Coordinate closely with the Franklin County Emergency Management Agency
- Develop and manage department budget
- Represent the County at public safety and regional communications meetings
- Handle labor relations matters and union compliance

## **Competitive Compensation Package**

Franklin County offers a comprehensive and competitive benefits package, including:

- Compensation is determined by years of relevant professional experience
- Health, dental, and vision insurance
- Life insurance
- Short-term disability (STD)
- Two retirement plan options to include: 401a/457b or Maine State Retirement
- Employee Assistance Program and peer support

### **Paid Time Off**

- 13 paid holidays annually
- Vacation time credited based on years of relevant experience
- Sick leave accrual

### **How to Apply**

**This posting will remain active until the vacancy is filled.**

To apply, visit [www.franklincountymaine.gov/employment](http://www.franklincountymaine.gov/employment)

Please submit the following with your application:

- Cover letter
- Resume

For questions about the position, please contact:

Shawn O'Leary

Email: [shawn.oleary@franklincountymaine.gov](mailto:shawn.oleary@franklincountymaine.gov)

Phone: 207-860-4531

Franklin County is proud to support Maine's public safety community and is an Equal Opportunity Employer.