



Ken P. Campbell

Sheriff of Boone County

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POSITION DESCRIPTION COUNTY OF BOONE, INDIANA

POSITION: 911 Communications Director
DEPARTMENT: Communications Center
WORK SCHEDULE: 8:00 am to 4:00 pm, Monday – Friday and as needed /
hours may vary
STATUS: Full-time / Salaried

DATE WRITTEN: November 25, 2008
DATE REVISED: August 18, 2011
REVISED BY: Major Mike Nielsen

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent serves as a 911 Director in the Communications Department, responsible for coordinating Communications Center operations, maintaining databases, and supervising personnel; and long term Network strategic planning and plan execution. 911 Coordinator is responsible to the Boone County Sheriff or designee and will work in conjunction with a 911 Advisory Committee.

DUTIES:

- 1.) Oversees E-911 Center operations and personnel, including coordinating 911 communication officer training and certifications, orienting new subordinates in the department regarding department policies/procedures, keeping assigned staff informed of organization developments they need to know to carry out position responsibilities, and maintaining discipline, and recommending corrective action as warranted.
- 2.) Ensures compliance with applicable state and federal laws and regulations, prepares and implements the emergency operations plan of the 9-1-1 Network.

- 3.) Supervises and directs assigned personnel, including participation in hiring, planning/making appropriate work assignments, authorizing schedule changes, personal leave and sick leave, providing corrective instruction, recommending personnel actions as appropriate and maintaining discipline steps up to and including termination of employees. Will implement and complete semi-annual employee evaluations.
- 4.) Establishes employee orientation, probationary training and in-service training for all employees.
- 5.) Will meet regularly with supervisory personnel to discuss/resolve problems regarding operations, personnel, training and other relevant issues.
- 6.) Maintains communication with various departments using E-911 services, such as law enforcement and fire departments and other county departments, including responding to inquiries and concerns, resolving problems, coordinating activities, and occasionally communicating policy/procedural changes as needed.
- 7.) Coordinates maintenance of Communications Center equipment, contacting service vendors as needed, coordinating with users, and monitoring completion.
- 8.) Maintains computer aided dispatching and E-911 databases, including receiving new information, and entering data into computer.
- 9.) Maintains MSAG (Multiple Street Addressing Guide) system on a daily basis including entering new addresses/address changes such as new listings and changes in 911 databases.
- 10.) Works with Boone County Sheriff Office administration preparing Communications budget.
- 11.) Periodically reviews / updates policies and procedures, writing and implementing changes as needed.
- 12.) Attend prescribed seminars and training programs for certification or recertification in specialized areas as required.
- 13.) Serves on a 24 hour call for emergencies.
- 14.) Performs related duties as assigned.

JOB REQUIREMENTS:

- High School diploma or GED. Baccalaureate Degree preferred. Five years previous experience in related area including supervisory responsibilities. Combination of education, experience and/or training. Must be IDACS certified in six (6) months. Must obtain and maintain other necessary certifications, i.e. Emergency Medical Dispatching, etc. within 12 months of hire.
- Ability to supervise and direct assigned personnel, including hiring, planning / making work assignments, providing corrective instruction, recommending personnel actions as appropriate and maintaining discipline.
- Thorough knowledge of ability to develop and implement policies and procedures of the Communications Center. Ability to comply with all employer/department personnel policies and

work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

- Thorough knowledge of county geography and area law enforcement, EMS and fire demands, and ability to use and understand maps. Working knowledge of radio frequencies, procedures, limitations, acronyms and codes.
- Ability to type with speed and accuracy and properly use office/communications equipment, including two-way radio, computer, printer and calculator
- Working knowledge of standard English grammar, spelling and punctuation, and ability to effectively communicate orally and in writing with co-workers, other County Departments, various law enforcement and fire departments, and US Postal Service, including being sensitive to professional ethics, gender, cultural diversities and disabilities.
- Ability to work alone and with others in a team environment with minimum supervision, and maintain appropriate, respectful inter-relationships with co-workers.
- Ability to multi-task, often under time pressure, and complete tasks effectively amidst frequent distractions and interruptions.
- Ability to provide public access to or maintain confidentiality of department information / records according to state and federal requirements.
- Ability to understand and follow written and oral instructions/directions, and appropriately respond to constructive criticism.
- Ability to serve on 24-hour call and respond swiftly, rationally and decisively to emergency situations.
- Ability to occasionally work evening, weekend, and/or extended hours, and occasionally travel out of town for training, sometimes overnight.
- Possession of a valid Indiana driver's license and demonstrated safe driving record.

DIFFICULTY OF WORK:

Incumbent's duties are broad in scope with many variables and considerations. Incumbent performs according to general guidelines, exercising independent judgment in supervising personnel and resolving problems and accommodating needs of multiple departments/agencies.

RESPONSIBILITY:

Incumbent makes authoritative application of department policies and procedures in accomplishing well-established goals and objectives. Incumbent receives general supervision, discussing unusual situations with supervisor at incumbent's discretion. Incumbent's work is reviewed primarily for soundness of judgment and attainment of objectives.

SKILLS/ABILITIES/KNOWLEDGE:

Incumbent must have a practical knowledge of Emergency Communications Systems; possesses knowledge of telephone, radio, computers/software and other communication network operations; has knowledge of Federal Communication (FCC), NCIC and IDACS regulations; possesses the knowledge of communication needs of governmental agencies and departments that are served by the agency; and knowledge of command responsibilities of police, fire and EMS agencies.

Incumbent must demonstrate written and verbal communication skills. Incumbent must have the proven ability to supervise and lead others in an emergency service environment.

Incumbent shall have the ability to project budgetary expenditures for preparation and administering the department's annual budget.

Incumbent must have the ability to work without close supervision.

PHYSICAL DEMANDS:

Incumbent performs majority of duties in an office environment, involving sitting/walking at will, sitting for long periods, close/far vision, and hearing sounds/communication. Incumbent may occasionally work extended hours, irregular hours, weekends, evenings, respond to emergencies on 24 hour basis, serve on a 24 hour call on rotation, and travel out of town for meetings, sometimes overnight.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT:

The job description for the position of Communications Director for the Emergency 911 department describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes_____ No_____

Applicant/Employee Signature

Date