

Clinton County Communications Commission

Job Title:	Clinton County Communications/E911 Manager	Job Category:	Exempt Non-Union
Location:	Clinton County	Travel Required:	Occasionally
Department:	Clinton County Communications Commission	Position Type:	Managerial/ Supervisory
Reports to:	Director of the Technical Oversight Board	Posting Date:	Original May 23, 2011 Second June 30, 2011
Salary Range:	\$50,000 + negotiable depending on qualifications	Posting Expires:	September 22, 2011

Applications Accepted By:

Fax or E-mail:

563-242-3095 or
EmergencyManagement@ClintonCounty-IA.gov
 Subject Line: Clinton County Communications/E911
 Manager Position
 Attention: Jennifer

Mail:

Clinton County Emergency Management Agency
 Clinton County Courthouse
 612 North 2nd Street, Suite 105
 P.O. Box 2957
 Clinton, IA 52732

How to Apply:

To apply for this position applicants will need to submit his or her Resume and a completed Clinton County Employment Application to the Mailing Address, Fax Number or Email address listed above.

Copies of the Clinton County Employment Application may be obtained by either downloading a copy at the County Website (www.clintoncounty-ia.gov/employment_opportunities) or by picking up a copy at the Emergency Management Agency located at the address above.

Job Purpose & Description:

Job Purpose: This position directs and coordinates the operations of the Communications Center and its employees. The Clinton County Communications/911E Manager reports directly to the Director of the Technical Oversight Board (TOB) and if the Director is not available, the Assistant Director.

Basic Job Description: Highly technical position responsible for effectively coordinating, and directing the Communications Center/E911 System. Primary responsibilities include but are not limited to day-to-day operation of the Clinton County Communications Center.

Customarily and regularly directs the work of subordinate supervisors and other subordinate employees under their command, or as necessary, and in addition includes, but is not limited to; interviewing, recommending assignment and training of employees; setting and adjusting hours of work and duty assignments; directing the work of subordinate employees; maintaining production or other records for use in supervision or control; appraising employees' productivity and efficiency for the purpose of evaluations or other changes in status; handling employee complaints and grievances; recommending and administering discipline of employees; planning work and determining the techniques to be used; monitoring or implementing legal compliance issues.

The Director will be actively involved with exploration and implementation methods to continually enhance the E-911

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system, including establishing and maintaining quality performance standards, developing training programs and maintaining a high level of knowledge regarding E-911 systems and the Communication Center.

Governing Bodies of this Position:

The Clinton County Communications/E911 Manager reports directly to the Technical Oversight Board and works in conjunction with the Board of Directors and the 911 Board.

The Technical Oversight Board (TOB) advises the Communications Administrator on operating procedures for Communications. The TOB consists of the Chief of Police of the City of Clinton, the Chief of Police of the City of Camanche, the Chief of Police of the City of DeWitt and the Sheriff of Clinton County. Ex-Officio members shall appoint one representative to the TOB annually. This group assumes management control of the Clinton County Communications. The TOB has the authority to set and enforce priorities, standards for the selection, supervision and termination of personnel and policies governing the operation of computers, circuits and telecommunications terminals used to process store or transmit criminal history information.

The Board of Directors is composed of five Directors who are either elected officials or executive level employees, and who are not members of the Technical Oversight Board. Each Director has one vote. The Communications Board of Directors is primarily responsible for budgetary decisions and general oversight of the Technical Oversight Board.

911 Board – The 911 Board is composed of the elected officials as well as local response entities. This group is responsible for budgeting and allocating funds received through the 911 surcharges on local land line and cell phone lines.

Qualification:

Basic Qualifications:

1. Bachelor Degree in Public Administration, Communications or a closely related field and
2. Five years of managerial/supervisor experience in planning, developing, managing or implementing a Public Safety Answering Point/Communications Center.
3. Or any equivalent combination of related education, training and experience.

Licenses, Certificates, and Other Requirements:

1. Must be able to pass:
 - a. thorough background investigation
 - b. psychological screening (MMPI II and M*Pulse)
 - c. medical and drug screening
2. Preference to Emergency Number Professional (ENP) certification; but not a requirement.
3. Certification in NCIC, CPR, EMD, EMD-Q
4. Successfully complete keyboarding test equivalent to Telecommunicator Testing requirements.
5. Other testing as determined by hiring committee.

Job Essential Functions:

1. Prepares documents and submits them to the county auditor for payment.
 - a. Employee payroll information gathered and submitted by due dates
 - b. Processes claim forms for invoices of purchases.
 - c. Billing for services provided

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2. Processing of confidential reports and information.
3. Planning and scheduling of the Clinton County Communications (here after referred to as "Communications") operations.
4. Supervision of the Communications Telecommunicators.
5. Foster a working relationship with internal and external public safety agencies, public and private partners and other groups identified by the Commission.
6. Make recommendations to the Technical Oversight Board (TOB) regarding selection of Telecommunicators for staffing requirements.
7. Provides guidance and counsel to personnel regarding Communications policy, procedures, codes and standards.
8. Investigates, reports, and recommends solutions to complaints and operational problems, internally and with other Departments.
9. Oversees personnel training and development process – including, but not limited to State Mandated Hours of Training and Recertification.
10. Maintains personnel work records/files.
11. Requisitions Supplies.
12. Orders parts and repairs for Communications equipment.
13. Facilitates Communications Commission and E911 Meetings.
14. Attends or holds meetings, seminars and speaking engagements.
15. Conducts employee meetings and training sessions.
16. Responsible for general care and maintenance of Communications.
17. Responsible for the creation and management of the budget in conjunction with the Director.
18. Performs the duties of Communications Telecommunicators, if necessary.
19. Participates with the Union in various ways, including, but not limited to, Labor/Management meetings and negotiations.
20. Attends conferences, seminars and training to enhance the knowledge of the position.
21. Liaison to the Department of Public Safety
22. Maintaining, updating and general upkeep of the Master Street Address Guide (MSAG).
23. Schedules and/or conducts training on Communications Equipment and/or Staff on a regular basis.
24. Other related duties as assigned.
Skills/Qualifications:
1. Excellent organizational and interpersonal skills.
2. Ability to independently plan and organize work tasks to achieve objectives.
3. Ability to work as an effective and collaborative team player.
4. Ability to effectively communicate effectively verbally and in writing.
5. Ability to exercise tact, diplomacy, and patience with a diverse group of individuals, including elected officials, other departments, representatives of other jurisdictions and private organizations, employees, and the general public.
6. Ability to establish and maintain relationships with government officials, employees and the general public.
7. Basic Skill and proficiency in the operation of standard personal computers and with Microsoft Access, Excel and PowerPoint.
8. Ability to meet minimum keyboarding skills set for Telecommunicators.

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9. Expanded knowledge of Microsoft Word and Excel.
10. Must be able to work the allocated hours of the position (24 hour on call).
11. Knowledge of current emergency communication technology including enhanced 911, public safety answering points, Computer Aided Dispatch (CAD), radio systems and trunked radio systems, Automatic Vehicle Location systems, Law Enforcement Databases, Geographic Information Systems (GIS) and related equipment and outreach methodology of such technology.
12. Knowledge of current and emerging telecommunication and information technology and their relationship to the various functional areas of public safety communications of Clinton County.
13. Knowledge of wireline, wireless, VOIP and other communications technology.
14. Knowledge of FCC regulations.
15. Knowledge of management and budgeting procedures.
16. Ability to foster a working relationship with internal and external public safety agencies, public and private partners and other groups identified by the Commission.
17. Ability to make verbal and written presentations in a clear and concise manner.
18. Ability to lead planning activities.
19. Ability to develop and implement policies and procedures.
20. Ability to exercise independent judgment.
21. Ability to prepare accurate and complete written reports.
22. Ability to identify issues involving information technology and telecommunications technologies that require attention and prioritize those issues.
23. Ability to prioritize one's own work and the work of others.
24. Ability to effectively lead by providing appropriate and effective work direction to employees, and reinforcing employee desired work behaviors.
25. Ability to facilitate the group problem-solving process, recognizing positive results, managing conflict, and negotiating satisfactory outcomes.
26. Ability to identify risks involved in projects and minimize any liabilities.
27. Ability to positively lead and work as a member of a team to accomplish Communications goals.
Work Environment:
<ol style="list-style-type: none"> 1. Sedentary with occasional walking and standing in a general office setting. 2. Duties involve dealing with a variety of persons, both internal and external, and occasionally interacting with emotionally stressful situations. 3. Occasional travel may be required.
Benefits:
<ul style="list-style-type: none"> • County Paid Medical and Dental Insurance for Employee • Holidays, Vacation, Personal Days, Sick Time, Retirement and other benefits consistent with County Department Head and Employee Handbook Policies