

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

911 DIRECTOR

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform administrative and managerial duties involved in planning, organizing, and directing overall activities of emergency communications. Performs related duties as required.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Directs administration, planning, and organization of Emergency Communications operation.

Oversees annual budget preparation and administration.

Evaluates services of department to determine level of service and problem areas where resources may be better utilized.

Establishes long and short-range goals and objectives for Emergency Communications.

Develops rules, regulations, policies, and procedures to govern operations of Emergency Communications division.

Works with administrative staff to formulate and implement policies.

Makes decisions relative to emergency conditions not governed by established policies and regulations.

Analyzes operational and service demands, and develops plans and strategies for meeting those needs.

Determines service level agreements between Emergency Communications and Public Safety agencies.

Confer with members of Office of Emergency Management, Police, and Fire departments to determine mutual problems and overall responsibility.

Prepares or directs preparation of administrative, routine and special reports.

Prepares and transmits communications, instructions, and policies to subordinates.

Determines future personnel, facility, and other resource needs.

Directs personnel related duties.

Interviews prospective employees.

Selects new employees.

Oversees processing of necessary paperwork.

Assigns and monitors work activities.

Evaluates and reviews employee performance.

Approves leave requests.

Counsels with and disciplines employees as needed.

Oversees disciplinary hearings and enforces discipline when necessary.

ADDITIONAL FUNCTIONS

Thorough knowledge of managerial and administrative principles and practices

Thorough knowledge of the principles of budgeting and personnel administration

Knowledge of the laws and codes applying to emergency communication

Knowledge of 911 techniques and the capacities of computer, radio and telephone equipment

Knowledge of budget practices and procedures

Knowledge of Civil Service and departmental rules, policies, and procedures

Knowledge of the theories and practices of supervision

Skill in setting goals

Skill in dealing with the public

Skill in meeting and handling the public and the media

Ability to review the operating effectiveness of a department and to institute necessary improvements

Ability to direct and manage a department

Ability to coordinate and review the work of employees

Ability to analyze and interpret data

Ability to plan, organize, and implement programs to meet the needs of the public

Ability to allocate resources

Ability to monitor and analyze activities

Ability to communicate effectively, both orally and in writing

Ability to direct the work of others

Ability to train others

Ability to keep accurate records

Ability to evaluate employees

Ability to establish and maintain effective working relationships

MINIMUM QUALIFICATIONS

Any such person shall: be at least 18 years of age; be a citizen of the United States; be a high school graduate or possess equivalency; not have been convicted or pleaded guilty to or entered a plea of nolo contendere to any felony charge or to any violation of any federal or state laws or city ordinances relating to force, violence, theft, dishonesty, gambling, liquor or controlled substances; not have been released or discharged under other than an honorable or medical discharge from any of the armed forces of the United States; have such person's fingerprints on file with the Tennessee bureau of investigation; have passed a physical examination by a licensed physician; and have a good moral character as determined by a thorough investigation conducted by the employing agency. The successful individual will also possess as a minimum a bachelor's degree from a four-year university with a major in Telecommunications, Information Technology, Public/Business Administration, or a related field. The ideal candidate should possess at least five years of progressively responsible experience in administration/management/supervision of an enhanced 911 center. Must possess and maintain a valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to function in an operational capacity for a division or organizational unit. Includes the ability to make decisions on procedural and technical levels.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; ability to utilize principles of fractions; ability to interpret graphs; ability to compute discount, interest, profit and loss, ratio and proportion; ability to calculate surface areas, volumes, weights, and measures; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems. Requires the ability to apply principles of logical or synthesis functions, to deal with several concrete and abstract variables, and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the direction, control and planning of an entire program or set of programs.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: The employee works primarily in an office setting under generally favorable working conditions. There may be some walking, standing, bending, carrying light items, etc. No special physical demands are required to perform the work.

Environmental Factors: Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, etc. Work area is adequately lighted, heated and ventilated.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Tasks: Emergency Work, Teaching, Training

Surface: Varies

Estimated Total Hours: Varies **Maximum Continuous Time:** Varies

2. SITTING

Tasks: Computer work-research, planning, documentation, training

Estimated Total Hours: Varies **Maximum Continuous Time:** Varies

3. LIFTING/CARRYING

Objects:

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs				Varies	
11-25 lbs				Varies	
26-50 lbs				Varies	
51-75 lbs				Varies	
76-100 lbs				Varies	
>100 lbs					X

4. PUSHING/PULLING

Objects: Varies

Height of hands above floor during push: Varies

5. CLIMBING

Tasks: Varies

Device: Varies

Height: Varies

Frequency: Rarely

6. BENDING/SQUATTING/KNEELING

Tasks: Varies

Frequency: Rarely

7. REACHING

Distance	Direction	Frequency	Duration	Avg. Weight
----------	-----------	-----------	----------	-------------

0-20"	Varies	Varies	Varies	Varies
21-36"	Varies	Varies	Varies	Varies

8. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures	X	
Cold Temperatures	X	
Sudden Changes in Temperature	X	
Noise	X	
Fumes	X	
Cramped Quarters	X	
Cold Surfaces	X	
Hot Surfaces	X	
Sharp Edges	X	
Vibration	X	
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

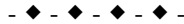
Inside Building	<u>90</u> % of time
Outside	<u>10</u> % of time

9. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling		Rarely
Jumping	X	
Lying on Back		Rarely
Lying on Stomach		Rarely
Twisting	X	
Sweeping/Mopping	X	
General Cleaning	X	
Handling Trash	X	

10. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		Numerous/Daily
Grasp	X		Daily
Fine Motor i.e.: writing, twisting hands or wrist, etc	X		Daily



Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Exemption Status Test (Executive Employee)

~ The following questions to determine whether you've misclassified a worker as an exempt executive:

1. Is the employee's primary duty managing the enterprise or a department or subdivision of the enterprise?
2. Does the employee customarily direct the work of two or more other employees or their equivalent?
3. Does the employee have the authority to hire or fire, and do her recommendations carry significant weight if unauthorized to make the final decision?
4. Is the employee paid the equivalent of at least \$455 per week on a salary basis?

YES	NO	Don't Know
✓		
✓		
✓		
✓		

Employee's Signature

Supervisor's Signature

Date

Date