

# Central Dispatch Director



## Position Description

### Status

Full-Time, Exempt

### Compensation

C51

### Bargaining Unit

N/A

### Reports to

Executive Director of Operations

### Supervises

Central Dispatch Staff

### Position Category

Director

### Summary

Responsible for the overall administrative management and operation of a county-wide emergency dispatch center, including operations, daily management and routine administration. Sets the vision and long term strategy for the dispatch center. Works with all stakeholders including the Allegan County Central Dispatch Policy & Procedure Advisory Board, to develop strong working relationships; develops, creates and implements long-term goals, policies and procedures. Is responsible for resolving issues and ensuring that critical services are provided efficiently and effectively.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position has direct supervisory responsibilities and serves as a coach and mentor for other positions in the department.

1. Provides administrative oversight of daily operations of the dispatch center, as well as development, administration of and compliance with operational procedures, policies, programs, goals and objectives that are consistent with the best standards and practices.
2. Works through the direction of the Allegan County Executive Director of Operations, County Administrator, Board of Commissioners, and various subcommittees of the Board of Commissioners to resolve inter-agency operational issues, complaints and inquiries regarding dispatch operations in a timely manner.
3. Keeps abreast of state and federal requirements and recommendations regarding emergency communications, and develops standard operating procedures to assure compliance.
4. Develops long-range financial and capital plans. Drafts and presents the department budget. Administers and monitors the department revenues and expenditures to ensure compliance.
5. Is responsible for inventory of all Central Dispatch assets.

6. In cooperation with Human Resources, makes hiring, termination and disciplinary decisions; provides counseling, re-training and performance improvement plans in accordance with the terms of bargaining agreements and applicable policies.
7. Develops and plans department training and response drills as required, in conjunction with other emergency services.
8. Represents the County on various local and state-wide boards and with associations. Educates citizen and civic groups to explain services and funding structure.
9. Responsible for developing and coordinating special projects.
10. Sets strategic vision and initiatives for Central Dispatch.

## **Competencies**

Competencies are listed below. Detailed descriptions of these competency levels is available in the Performance Expectations and Development Guide (pages 32-42) available on the internet. [Click here.](#)

Reference the Core Competency Expectation Level stated on page one of this job description. Variances from the Performance Expectations and Development Guide are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

## **Supervisory Responsibility**

This position has direct supervisory responsibilities.

## **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about the office environment; operate a computer and other office machinery; and move or transport files or other items to meetings and other office spaces. This is largely a sedentary role; however, some filing is required. The ability to open filing cabinets and bend or stand on a stool as necessary is required. At times this position maybe required to work in extreme temperatures during outdoor events.

## **Travel**

Travel is required to access County buildings and employees, as well as meetings and training opportunities throughout the State. Occasionally may require travel outside the state.

## **Required Education and Experience**

1. Bachelor's degree in public safety, business/public administration, or related field of study required. Demonstrated knowledge and experience resulting in equivalent may be considered.
2. Minimum of five (5) years of management experience, in a progressively responsible supervisor role, in a highly stressful environment.

## **Preferred Education and Experience**

1. Director or Executive level experience
2. Demonstrated experience in a government and/or public safety environment

## **Certifications and Licenses:**

1. Must have a valid driver's license and ability to pass extensive background investigation.
2. Center Manager Certification Program (CMCP) is required. Must obtain CMCP within two years of employment if not certified upon hire.
3. Emergency Numbers Professional Certification (ENP) is preferred.

## **Other Duties**

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

## **Signature**

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee\_\_\_\_\_Date\_\_\_\_\_