

Deputy Central Dispatch Director



Position Description

Status

Full-Time, Exempt

Compensation

C41

Bargaining Unit

N/A

Reports to

Central Dispatch Director

Supervises

Central Dispatch Staff

Position Category

Manager

Summary

Serves as technical liaison ensuring the 9-1-1 Central Dispatch communication center is efficient and operational. Manages the efficient day-to-day operation of the 9-1-1 Central Dispatch communications center. Directly assists in setting the strategic direction and vision of the Dispatch Center. Responsible for project management & performs duties of the Director in his/her absence.

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. Works with public safety agencies (Law Enforcement, Fire Service, and EMS) to establish and maintain efficient and effective operating procedures. Assists the Director with the monitoring of operations to ensure quality services are provided in an efficient, cost-effective and timely manner. 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.
2. Evaluates dispatch staffing levels and makes recommendations. Participates in the hiring process.
3. Supervises and directs the work of operational staff. Oversees work schedules, sub-groups within Dispatch, directs staff in the performance evaluations of subordinates, coaches and provides leadership, and administers disciplinary action to staff. Assures personnel policies and practices adhere to the collective bargaining agreement(s).

4. Establishes and oversees training and probationary programs for operational staff. Develops and administers training procedures, professional development, and in-service training programs as needed.
5. Receives complaints and questions regarding incidents. Investigates, responds, and takes corrective action. Reviews complaints with recommendations for prevention with the Director.
6. Oversees the maintenance of personnel and departmental records.
7. Responsible for assisting in developing projects and managing to completion.
8. Performs research, reviews and compiles statistics, submits memos and reports, and makes policy recommendations as requested.
9. Remains on twenty-four hour call for managerial action and/or response to emergencies and/or technical failures to include weekends and/or holidays as required.
10. Assumes the roles and responsibilities of the Central Dispatch Director in the Director's absence.

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 may be 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, or an Associate's Degree and professional certification/designation through an industry recognized program (i.e. NENA, APCO, etc.). Demonstrated knowledge and experience resulting in equivalent may be considered.
2. Minimum of five (5) years of management experience.

Certifications and Licenses:

1. Must have a valid driver's license and ability to pass extensive background investigation.
2. Must obtain Law Enforcement Information Network (LEIN) certification within one year of date of hire.
3. Center Manager Certification Program (CMCP) is preferred.
4. 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 _____