

E-9-1-1 Director Position

The Benton County 911 Center is currently accepting applications for the position of Director to coordinate and manage the 9-1-1 Communications Center, which serves all jurisdictions in Benton County.

Responsibilities include, but are not limited to managing and coordinating the activities of the Communications Center by: developing and implementing policy and procedures; supervising and directing 9-1-1 staff; preparing and administering the annual budget; and, planning, organizing, coordinating and reporting all fiscal operations of the Center.

Desired qualifications include: a Bachelor's Degree in Communications or a related field; 5+ years experience in an emergency communications dispatch environment of a medium (four or more dispatchers) dispatch center. Highly qualified candidates may substitute experience for a Bachelor's Degree. Dispatch center administration certification (Emergency Number Professional-ENP) or the ability to qualify for certification testing preferred. Background in Police, Fire and EMS dispatching with experience in a Dispatch center required; excellent customer service and community relation skills. Knowledge of computer programs including CAD, Mapping, AVL, computer-based E-9-1-1 Communications Systems and office programs utilized to generate reports and presentations.

Close Date: September 18, 2020

Applications and resumes will be accepted up to and no later than 4:30 p.m. on close date. Applications are available at the County Clerk's Office Monday through Friday from 8:00 a.m. to 4:30 p.m. This office is closed from Noon until 1:00 p.m. Applications and specific job duties are also available on the Benton County Web Site. If you wish to mail your application and resume to the County Clerk's Office, the mailing address is P.O. Box 1238, Warsaw, MO 65355. For further information, you can contact the Benton County Presiding Commissioner, Steve Daleske, at 660-438-7406.

Benton County 911 Director

General Summary

Under the direction of the Benton County Commission, the Director administrates a 9-1-1 emergency telephone system and centralized emergency dispatch center responsible for dispatching all police, fire, and ambulance services within Benton County. The Director is responsible for the maintenance of all communications and other equipment, and for the coordination and integration of systems including telephone, computer, and radio interfaces. The Director is responsible for all administrative functions of the department including financial and personal management, including supervision of dispatch personnel and preparation of the budget.

Pay Type

Salaried Position (Exempt Employee)

Essential Functions

1. As Director of a department of emergency communications personnel, is responsible for interviewing job candidates and making hiring decisions, scheduling, work assignments, reviewing and evaluating job performance, and dealing with employee relations issues.
2. Coordinates and oversees the orientation, on-going training, and certification of dispatch staff and oversees development of programs to address changing procedures and technology.
3. Develops departmental policies and procedures, makes recommendations to the County Commission, and reviews, monitors, and modifies policies and procedures as necessary. Ensures the procedures comply with local and state regulations.
4. Oversees and evaluates depart response to call for emergency services.
5. Recommends, with the input of system users, the selection, and is responsible for, the operation and maintenance of communications and other equipment. Ensures compliance with FCC regulations. Ensures all equipment is properly operated and maintained. Negotiates and administers maintenance agreements.
6. Drafts and presents the department budget. Approves expenditures as authorized and monitors expenditures to ensure they are within budgetary guidelines. Maintains accounting records and prepares reports for the County Commission.
7. Develops long-range financial and capital plans.
8. Prepares the departmental payroll records.
9. Works closely with representatives of system users to develop and implement plans for improving capabilities through technology.
10. Responds to complaints regarding dispatch operations. May include discussing with the complainant, listening to tape, reviewing the incident, discussing with staff, and responding to and resolving complaint.
11. Coordinates services with emergency service agencies, works closely with representatives of such agencies to ensure their needs are met and their concerns are addressed. Works toward standardization of communications equipment and procedures to improve emergency communications.

12. Coordinates services with adjacent counties.
13. Schedules and coordinates all training for new and current employees.
14. Any other duties as assigned by the County Commission.

Other Functions

None listed - Note: An employee in this position may be called upon to do any or all of the above tasks. These examples do not include all of the tasks which the employee may be expected to perform.

Employment Qualifications

Education - Bachelor's Degree in Criminal Justice, Business Administration, Public Safety Administration, Telecommunication, or other areas related to emergency services with coursework in management and data processing. Prefer specialized training related to emergency management services.

Or, in lieu of a degree requirement listed above, four or more years in E-911 supervisory positions.

Experience - Must have experiences in the operation of computers, radios and telecommunications systems and providing knowledge of police, fire, and EMS operations. Prefer experience in emergency management services or a closely related area.

Physical Requirements

This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.

Ability to operate telecommunications equipment.

Ability to enter and retrieve information from computers.

Ability to access all County locations.

Conduct

1. Must have excellent communication skills both verbal and written.
2. Demonstrates leadership and vision in managing staff groups and major projects or initiatives.
3. Demonstrates personal responsibility for completion of duties, actions and outcomes.
4. Excellent people management skills, open to direction and collaborative work style, and commitment to get the job done efficiently and effectively.
5. Ability to look at situation from several points of view.
6. Persuasive with details and facts.
7. Delegates responsibility effectively.
8. High comfort level working in a diverse working environment
9. Provides effective leadership, leads by professional example, uses sound judgment in making decisions, reflects a positive attitude toward the Center and Commission as well as its mission.
10. Possesses good moral character as well as professional and ethical integrity, whereby earning the trust of employees and associates.
11. Possess the flexibility needed to adapt to the various demands of the position.

12. Demonstrates the ability to work with and get along with various individuals.
13. Demonstrates consideration, patience, and tact when dealing with citizens, the public, employees, and other agency personnel.
14. Ability to attain and keep other certifications, licensures and bondings as required by the position.

Working Conditions

Works in office conditions but is required to travel to all County locations and emergency management sites as needed. Exposure to major accidents and health hazards is possible.

911 Director - Continuity of Authority

Any reference to the Executive Director will automatically apply to the person designated as being in charge of the Benton County 9-1-1 Emergency Center by the Director in his/her absence. Such directive shall be in writing with date of issue, signed and dated by the Director.

In the event of any type of emergency where the Director is unable to issue a directive, the designated appointee is automatically in charge.

Certificates and Licenses Required

The Executive Director will be required to have all the required training and certification to be in charge of an Emergency 9-1-1 Center. Will also be required to successfully complete all requirements as required by the County Commission, which may include a criminal background investigation, drug testing or other requirements which relate to the essential job function of the Director. Never convicted of a Felony or serious misdemeanor.

BENTON COUNTY

APPLICATION FOR EMPLOYMENT

The County is an Equal Opportunity Employer

COUNTY CLERK'S OFFICE

Benton County Courthouse

Initial screening will be based on this application. Please be sure to answer all items completely and accurately. Let us know if you do not understand an item or need help in completing this.

Position applied for: _____ Department: _____

Date: _____ Social Security Number _____ - _____ - _____

Name: _____ Telephone Number: _____
Last First Middle

Address: _____
Street/Route City State Zip

Driver's License Number: _____ State: _____

Check the type of work for which you are applying: Full Time _____ Part Time _____

How long do you anticipate being employed by the County? _____

When would you be able to start work with the County? _____

Have you ever worked for the County before? _____ If yes, explain when, in what capacity, and reason for leaving.

When: _____ In What Capacity: _____

Reason for leaving: _____

Do you have any relatives currently employed by the County? _____ If yes, state the name(s), relationship(s), and department(s) in which employed:

	NAME	RELATIONSHIP	DEPARTMENT
1.	_____	_____	_____
2.	_____	_____	_____

EDUCATION / TRAINING

Please provide information about your educational and training background. Use additional space if necessary.

What is the highest level of education you have attained? _____

Elementary / Junior High / High School: _____
(name of last one attended) Name / City / State

Last Grade Completed: _____

Special Training, Secretarial Schools, CETA, or Armed Forces Training:

Additional Work Experience

1. Previous Employer: _____
Address: _____ Phone: _____
Employment Dates – From _____ To _____ Position _____
Supervisor's Name _____
Primary Duties _____
Final Salary _____ Per _____ Reason For Leaving _____
2. Previous Employer: _____
Address: _____ Phone: _____
Employment Dates – From _____ To _____ Position _____
Supervisor's Name _____
Primary Duties _____
Final Salary _____ Per _____ Reason For Leaving _____
3. Previous Employer: _____
Address: _____ Phone: _____
Employment Dates – From _____ To _____ Position _____
Supervisor's Name _____
Primary Duties _____
Final Salary _____ Per _____ Reason For Leaving _____
4. Previous Employer: _____
Address: _____ Phone: _____
Employment Dates – From _____ To _____ Position _____
Supervisor's Name _____
Primary Duties _____
Final Salary _____ Per _____ Reason For Leaving _____

The facts set forth above in my application for employment are true and complete to the best of my knowledge. I understand that if employed, false statements on this application shall be considered sufficient cause for dismissal. I further understand that an incomplete application or an absence of my signature on this application is just cause for rejection of this application. My signature authorizes the County to review my previous employment record, my driving and criminal records and/or other background data as it may relate to the position(s) for which I am applying or have been hired. I also understand that for some positions, an offer of employment with the County may be contingent upon the results of a physical examination.

Date

Signature of Application

FURTHER INFORMATION

Are you a United States Citizen? _____ . Are you over 21 years of age? _____

Do you have a physical handicap that clearly prevents you from performing certain work? _____

If yes, explain _____

Have you ever been convicted of a felony crime? _____

If yes, explain _____

Are you willing to sign for and agree to conditions of employment of the County that have been reviewed and are in accord with known state and federal law? _____

Signature of Applicant

FOR ROAD DEPARTMENT APPLICANTS ONLY :

Do you have a C.D.L. license? _____

If so, what endorsements do you have _____
