



POSITION DESCRIPTION

DEPUTY DIRECTOR

JOB SUMMARY

The Deputy Director reports to the Executive Director. The Deputy Director exercises significant discretion and performs a broad range of duties involving the operation, administration and management of SEECOM. The Deputy Director helps the Executive Director with planning, policy writing, personnel scheduling and other required duties. The Deputy Director deals with personnel matters including, grievances, discipline and performance evaluations. This is an exempt position and calls for a minimum of 40 hours per week. In addition, the Deputy Director is considered on-call for the Executive Director at certain times and is expected to respond to the center when called.

The Deputy Director shall at all times set an example of discipline, energy, and activity; he/she shall further reflect neatness, accuracy, thoroughness, moderation and dignity to subordinates at all times; possess the skills necessary to coordinate operations and train personnel in the use and application of the various systems utilized in SEECOM.

ESSENTIAL JOB FUNCTIONS

- Assists the Executive Director with daily operations of the center.
- Assists the Executive Director with personnel administration, to include; recruitment, hiring, personnel evaluation and discipline.
- Performs direct supervision of the Communications Supervisors and Acting Communications Supervisors.
- Manages and oversees the Communications Training Operator (CTO) program which includes recruit and in-service training.
- Issues oral and written reprimands, and relieves personnel from duty in instances of violation of SEECOM's rules and regulations.
- Participates in, and provides input into disciplinary measures that involve suspension and/or termination.
- Thoroughly investigates or supervises the investigation of operational issues and complaints; internal and external, through resolution.
- Reviews, amends and makes recommendations to SEECOM policies, procedures and best practices.
- As a part of the management team, formulates policy and procedures for labor contract negotiations.
- Performs CAD, E9-1-1, audio recording and mapping administration duties in coordination with the County's Emergency Telephone System Board.
- Oversees the maintenance of operational records, reports, schedules and support files utilized by operations staff.

- Responsible for the continued operation and maintenance of telephonic, radio and mechanical systems owned and operated by SEECOM.
- Develops and maintains necessary technical manuals and instructions for agency personnel in the use of day-to-day operations equipment.
- Performs liaison duties with the Police and Fire Advisory Boards.
- Performs liaison duties with external service agencies; MABAS, IPWMAN.
- Assists in research, planning and budgeting processes of SEECOM.
- Prepares reviews and disseminates monthly reports to ensure compliance with standards, and agency goals and objectives.
- Supervises the maintenance and updating of files, directives, policies and other items as required.
- Is available, on-call, to troubleshoot technical/operational issues.
- Completes special projects as assigned by the Executive Director.
- Temporarily assumes responsibilities of the Executive Director in his/her absence.

QUALIFICATIONS

Sufficient education, training and/or work experience to demonstrate possession of the knowledge, skills and abilities, which would be typically acquired through:

- Graduation from a four year college and/or;
- A minimum of five (5) years demonstrated public safety administrative or supervisory experience required; preferably in a multi-disciplined (Police/Fire/EMS) communications agency, or an equivalent combination of training, education, and experience which provides the required knowledge, skills and abilities of this position.
- Must be of sound physical health as certified by a licensed physician with no evidence of the use of controlled substances based upon a blood or urine test conducted at the time of physical examination.
- Must successfully complete a thorough background investigation including fingerprint based criminal history.
- Must possess a valid driver's license.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of principles, practices and equipment used in emergency Public Safety Telecommunications.
- Knowledge of Microsoft Excel, Word, PowerPoint and other software products utilized to effectively perform essential job functions.
- Strong interpersonal and communication skills.
- Demonstrated ability to develop and maintain effective working relationships with others.
- Demonstrated ability to plan, coordinate and supervise the work of communications personnel.
- Ability to exercise good judgment and initiative.
- Demonstrated aptitude in basic human resources policies and practices.
- Ability to understand and follow complex oral and written instructions and to present ideas both orally and in writing.

WORKING CONDITIONS

- Work is performed primarily in an office environment.
- Occasionally requires working outdoors, exposed to unpredictable weather elements in monitoring/maintaining emergency equipment.
- Requires limited automobile travel to and from meetings, training and other assignments.

MATERIAL AND EQUIPMENT USED

- Multi-line telephone
- Computers
- Radio systems
- Mobile data computer system
- Facsimile machine
- Copy machine
- TDD/TTY device
- Modems, printers and other support equipment for the computers and radio systems
- Logging recorder

PHYSICAL REQUIREMENTS

- Sustained posture in a seated position for prolonged periods of time.
- Lifting, stooping, bending, and reaching
- Vision, hearing and speaking required for use of written material, computer monitor, telephone and in-person communications.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be constructed as an exhaustive list of responsibilities, duties, and skill required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.