

**POSITION DESCRIPTION  
COUNTY OF CASS, INDIANA**

**POSITION:** Director  
**DEPARTMENT:** E-911 Communications  
**WORK SCHEDULE:** As Scheduled  
**JOB CATEGORY:** POLE (Protective Occupations, Law Enforcement)

**DATE WRITTEN:** December 2009

**STATUS:** Full-time

**DATE REVISED:**

**FLSA STATUS:** Exempt

To perform this position successfully, an individual must be able to perform each essential function of the position satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Cass County provides reasonable accommodations to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless those accommodations would present an undue hardship.

Incumbent serves as Director for Cass County E-911 Central Dispatch, responsible for directing E-911 Center operations and personnel.

**DUTIES:**

Oversees Public Safety Communications Center operations and all programs and services provided to participating Police, Fire and EMS agencies.

Supervises Department personnel, including administering personnel programs, maintaining proper staffing levels, interviewing, recommending and hiring personnel, providing orientation for new subordinates, planning/delegating work assignments, establishing goals/standards, conducting staff performance evaluations, reviewing position responsibilities and salaries, informing staff of organizational developments, resolving problems/conflicts, and implementing disciplinary procedures as warranted.

Prepares Department payroll and expense claims and submits to County Auditor on a bi-weekly basis. Maintains personnel and activity records.

Develops and administers staff training programs/exercises, maintains training records, and ensures all personnel and Dispatch Center certifications are current.

Oversees the 911 addressing system in the County and maintains/updates database of County street names, street address spans, and law enforcement, fire and medical jurisdictions for each span.

Maintains digital mapping system, including upgrading current GIS layers and creating new layers as applicable.

Maintains 911 software and ensures proper operation of voice recording system, including performing system maintenance, security, and storage of media, and providing recordings to Prosecutor's Office, attorneys and appropriate law enforcement agencies.

Ensures radio equipment is in proper working order and ensures all FCC Licenses are current and up-to-date.

Maintains software for weather system and monitors weather station for emergency alerts. Regularly tests and activates all alarms in event of an emergency.

Performs Dispatcher duties as needed.

Prepares and presents annual budget requests to the County Council. Prepares monthly and annual operating and financial reports, verifies financial transactions, and maintains accurate financial records.

Regularly updates the Governing/Advisory Board on all aspects of the operation, including financial status, current problems and future needs. Formulates and recommends policy and procedural changes to the Board, develops and implements new programs, and coordinates all purchasing for the Dispatch Center. Monitors new developments within the communications industry and makes recommendations to the Board.

Promotes public awareness of 911 emergency telephone system. Coordinates with law enforcement, fire and medical agencies, and participating telephone companies in matters pertaining to the 911 emergency telephone system and provides periodic updates to all local jurisdictions and agencies.

Maintains/compiles data and prepares and submits required reports.

Serves on various boards and committees and periodically attends meetings, conferences and professional education workshops.

Occasionally testifies in legal proceedings/court.

Serves on 24-hour call for emergencies.

Performs related duties as assigned.

**I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:**

High school diploma or GED.

Must be at least 21 years of age.

Completion of Communications Officer training by the Indiana Law Enforcement Academy.

Possession of and ability to maintain required certifications, including, but not limited to, First Responder/CPR, IDAC/NCIC, National Incident Management, APCO, and Emergency Medical Dispatch certifications.

Ability to meet all Department hiring requirements, including passage of a drug test.

Thorough knowledge of standard practices, procedures, rules and regulations of the Department and ability to establish and implement Department policies, directives and general orders.

Complete knowledge of community geography and ability to read maps, use emergency code terminology, and quickly, clearly and calmly respond during stressful situations.

Working knowledge of County and Department budget processes and ability to prepare and administer Department budget and maintain complete and accurate financial records.

Working knowledge of standard English grammar, spelling and punctuation, and ability to compose correspondence, develop news releases, and prepare detailed written reports.

Working knowledge of current training programs and ability to develop and direct training of Department personnel.

Working knowledge of radio frequencies, codes, procedures and limitations and ability to speak clearly and distinctly, hear and be heard and understood when communicating in person, by radio, or by telephone.

Ability operate a variety of standard office and communication equipment, including various computers, printer, E-911 system, two-way radio, computerized telephone system, weather radio, paging system, recording equipment, calculator, fax machine, shredder and copier.

Ability to supervise personnel, including administering personnel programs, maintaining proper staffing levels, interviewing, recommending and hiring personnel, providing orientation for new subordinates, planning/delegating work assignments, establishing goals/standards, conducting staff performance evaluations, reviewing position responsibilities and salaries, informing staff of organizational developments, resolving problems/conflicts, and implementing disciplinary procedures as warranted.

Ability to effectively communicate orally and in writing with co-workers, other County departments, Police, Fire, emergency services, public safety agencies, County Council and Commissioners, Communications Board, utilities, news media, telephone companies, and members of the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to provide public access to or maintain confidentiality of Department information and records according to state requirements.

Ability to comply with all employer and Department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to understand, memorize, retain and carry out oral and written instructions and present findings in oral or written form.

Ability to compare and observe similarities and differences between data, people or things.

Ability to compile, analyze and evaluate data, make determinations, and take action based on data analysis.

Ability to perform arithmetic calculations quickly and accurately.

Ability to work independently and with others in a team environment, often amidst frequent distractions and interruptions, and under pressure from high volume operations.

Ability to apply knowledge of people and locations, plan/coordinate work projects, and utilize good judgment in extreme and uncommon situations.

Ability to identify steps necessary to reach objectives, define practical courses of action, and put into effect changes in policies and procedures.

Ability to maintain positive public relations and plan/present public speaking presentations and special events.

Ability to testify in legal proceedings/court.

Ability to regularly work extended or irregular hours, occasionally work evenings and/or weekends, and occasionally travel out of town for meetings/conferences, sometimes overnight.

Ability to serve on 24-hour call for emergencies.

Possession of a valid Indiana driver's license and demonstrated safe driving record.

## **II. RESPONSIBILITY:**

Incumbent receives advisory direction from Communications Board of Directors and exercises independent judgment in developing and implementing procedures and training programs, supervising personnel, and coordinating Department operations. On rare occasions, decisions are made in the absence of specific policies and procedures. Errors in work are primarily detected or prevented through standard bookkeeping checks and notification from other departments, agencies or the public. Work errors could result in substantial property loss, work delays in other departments/agencies, and/or endangerment/loss of life to emergency service workers or members of the public.

**III. PERSONAL WORK RELATIONSHIPS:**

Incumbent maintains frequent contact with co-workers, other County departments, Police, Fire, emergency services, public safety agencies, Communications Board, utilities, news media, telephone companies, and members of the public for purposes of giving and receiving information, executing policies, coordinating operations, and making decisions/resolving problems.

Incumbent reports directly to County Commissioner.

**IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:**

Incumbent performs duties in a standard office environment, involving sitting/walking at will, standing for long periods, lifting/carrying objects weighing under 25 pounds, close vision, color perception, excessive noise, keyboarding, speaking clearly, hearing sounds/communication and handling/grasping objects.

Incumbent regularly works extended or irregular hours, occasionally works evenings and/or weekends, and occasionally travels out of town for meetings/conferences, sometimes overnight. Incumbent regularly serves on 24-hour call for emergencies.

**APPLICANT/EMPLOYEE ACKNOWLEDGMENT**

The job description for the position of Director for Cass County E-911 Central Dispatch describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for the duties and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirement as outlined?  
Yes\_\_\_\_\_ No\_\_\_\_\_

\_\_\_\_\_  
Applicant/Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print or Type Name