

Caddo Parish Communications District Number One

Job Description

Job Title: Deputy Director

Reports To: Executive Director

Direct Reports: None

Effective Date: 10/23/18

Revision Date(s):

SUMMARY:

Provides daily assistance to the Executive Director on all aspects of the District's Enhanced 9-1-1 Emergency Communications System. Assists in the overall planning, development, implementation and administration of the District. Assumes duties on behalf of the Executive Director during his/her absence.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides daily assistance to the Executive Director on all aspects of the District.
- Assists the Executive Director in the overall planning, development, implementation and administration of the District.
- Assists in the supervision of employees.
- Assumes Executive Director's duties during his/her absence.
- Researches and recommends administrative and technical policies, procedures, specifications, and systems to improve overall operations.
- Helps insure all systems, programs, and equipment meet the District's needs in the most efficient and economical manner consistent with budget limitations, sound engineering practices, operational procedures and FCC Rules and Regulations.
- Assists user agencies in developing and undertaking training programs and may conduct training programs.
- May serve as the District's grants coordinator, procurement officer and risk manager.
- Provides prompt response to the public's needs for day to day public-safety assistance as well as those critical needs during major emergency situations such as a natural disaster, man-made disaster, and other major emergencies.
- Assists in the development of emergency operation plans for the District and for other local public safety agencies upon request.
- May serve as liaison with various agencies in the parish with emergency response responsibilities.
- Conducts tours of the ECC and promotes public education for the 9-1-1 system through public speaking engagements.
- Assist in the preparation and maintaining all appropriate reports, correspondences and records. Coordinates records control and exchange between the District and other organizations.
- Evaluates and recommends to the Executive Director procedures and techniques for handling requests for emergency services and subsequent dispatch of service units.
- Assists in establishing procedures and implementation of policies established by the Board of Commissioners.
- Assists in employment interviews, selection and supervision of District employees.
- Helps set standards for work performance and evaluates the need for additional personnel.
- May assist in the establishment of work schedules and structure work assignments of District personnel.
- May assist in the evaluation of employee performance and may conduct performance evaluations with employees.
- Fairly administers personnel rules, policies and procedures and resolves complaints.
- Reviews and strives to resolve complaints from public safety personnel, participating user agencies and citizens.
- Develops training modules for public safety personnel in the use and limitations of the communications system.
- Carries out responsibilities in accordance with the District's policies and procedures, applicable laws and regulations.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- No direct reports.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the job duties.

Education and/or Experience:

- Four-year degree preferred in Public Safety, Public or Business Administration or related field and 4 years emergency management experience, including a minimum 2 years supervisory experience; **or**
- High School diploma or equivalent required and a minimum of 8 years public safety communications (police, fire, or EMS) or emergency management with progressive supervisory experience; **or**
- Equivalent combination of education and experience.

SPECIAL REQUIREMENTS; LICENSE(S) AND/OR CERTIFICATION(S)

- Prompt and regular attendance
- Professional attitude and appearance
- Participate in all mandatory job training and meetings
- Adhere to District policies and procedures and Employee Handbook
- Current and valid driver's license; good driving record; proof of auto insurance
- Overnight travel to attend meetings, conferences, etc.
- Willingness to work odd and irregular hours and be subject to call 24-hours-a-day, seven days a week.

EQUIPMENT OPERATED:

- General office equipment, Computer, Fax Machine, Copy Machine, Calculator

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to maintain confidentiality of business and financial matters and information related to the District, its Board of Commissioners, citizens and employees.
- Ability to deal with the public safety agencies that utilize the District's systems/services and the general public in a courteous, tactful and patient manner.
- Good interpersonal and leadership skills and ability to work as a team player with all levels of management and employees.
- Ability to communicate effectively and professionally verbally, in writing, and utilizing proper business telephone etiquette.
- Ability to work in a fast-pace, high-energy and demanding work environment.
- Good time management skills; multi-tasks skills; ability to prioritize and coordinate details and work with frequent interruptions.
- Ability to reason and use good judgment and ethical conduct.
- Proficient with computer software or ability to learn within a short period of time.
- Considerable knowledge of management techniques and principles applicable to emergency communications systems and operations and the principles and methods of telephone and telecommunications operations and practices.
- Considerable knowledge of emergency and public safety services.
- Knowledge of the principles, practices, technology, and trends in public safety systems, operations and administration; computer-aided dispatch (CAD) public safety communications, radio and mobile data communications systems; training methods and principles; and installation, operation, maintenance, and design of public safety communications systems.
- Ability to maintain a high level of satisfaction among personnel in the ECC, who are subject to high stress; to establish effective working relationships with subordinates, city, parish, local governmental public officials and the public; and to communicate with technical and non-technical persons.
- Good speaking ability and facility with words; tact; understanding of telecommunication theory and application.
- Management skills in administering established policies and achieving enunciated goals and objectives.
- Organizational ability to plan, formulate and execute approved policies and programs;
- Analytical mind to solve complex problems.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job functions.

- This position works in a professional office environment.
- While performing the duties of this job, the employee is regularly required to sit; regularly use hands to handle, or feel objects, tools, or controls; and talk and hear. The employee is frequently required to stand, walk, and reach with hands and arms.
- The employee must occasionally lift and/or move up to 20 pounds.
- Specific vision abilities required by this job include close vision, distance and peripheral vision, color vision, and the ability to adjust focus.
- The noise level in the work environment is usually quiet.

SELECTION GUIDELINES:

Formal application, rating of education and experience; oral interview, reference and other background checks; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position. The job description does not constitute an employment agreement between the District and employee and is subject to change by the District as the needs of the District and requirements of the job change.

Employee Signature below constitutes employee's understanding of the requirements, essential functions and duties of the position, and has received a copy of this job description.

Employee Signature: _____ Date: _____

Employee Name (printed) _____

Employer's Representative (printed name): _____ Date: _____

The District is an Equal Employment Opportunity Employer