

DIRECTOR OF PROGRAM DEVELOPMENT II (EMERGENCY COMMUNICATIONS CENTER)

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision, an incumbent of this position, located in the Department of Emergency Services, is responsible for managing the day-to-day operations of the Emergency Communications Division. Responsibilities include the management and operation of the County's 24/7 critical Fire and EMS Emergency Communications Center (ECC); In addition, ensuring that ongoing operations of the Radio System, Management system, Computer Aided Dispatch (CAD) system, Alerting and Records Management systems utilized for fire, EMS and special operational response agencies are appropriately dispatched and coordinated through the Emergency Communications Center (ECC). The incumbent works with internal and external division customers along with County Departments, including the Department of Information Technology's Radio Group, Telecommunications, Network, Desktop, Geographic Information Systems, and 911 divisions. Extensive work with third party vendors providing applications such as the Computer Aided Dispatch (CAD), Radio System, Uninterrupted Power Supply (UPS), and other vendors providing ongoing services to the division. Supervision is exercised over Emergency Communications Specialists and support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises the Communication division team members to ensure that dispatch and other division services are provided effectively, efficiently, and in a professional manner.

Ensure the Division operations run smoothly and that staff adhere to departmental and County policies in carrying out their assignments;

Oversees the Emergency Communications Center (ECC) which typically dispatches over 100 fire, EMS and special operation teams;

Develops communication budgets by collecting and developing technical specifications for new equipment, vehicles, software, training, staffing and services to enhance the mission of the communications division;

Ensures proper staffing of the Emergency Communication Center operations, and that required training and Continuing Dispatch Education (CDE) sessions are scheduled and completed in a timely manner as mandated;

Manages Division staff by ensuring they follow the appropriate chain of command, reporting relationships by developing and/or updating policies as needed, operationalizing those policies, and ensuring they are consistent with Emergency Communication Center and County operational guidelines;

Ensures departmental polices and Emergency Communication Center guidelines are updated, followed and when needed, mentor staff to properly execute assigned tasks;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Manages the progressive disciplinary process in the division to include the processing of notices of questioning, meeting with the local bargaining unit representatives, documenting outcomes and behavior, and making recommendations for disciplinary actions to the Commissioner;

Develops and provides detailed reports on departmental asset distribution and use, including LTE (long-term evolution), wireless and Land Mobile and Radio support assets;

Develops both (operational and capital) annual budgets for the Division by working with division staff to identify technical specifications for new equipment, vehicles, software, and training. Ensures that the staffing model will adequately support and enhance the mission of the Communications Division;

Provides analyses of Emergency Communication Center volume, processing times, staff forecasting, payroll, quality assurance/improvement planning, systems support, and assists with gathering data to FOIL requests as needed;

Coordinates with user agencies and partners in an effort to improve emergency communications and interoperability systems through proper training and system utilization on a regular basis;

Participates in local, regional and state meetings and workgroups representing the Communications Division, and working with law enforcement, fire, EMS, emergency managers, public health, and other vested communications agencies;

Works with the Department of Information Technology 911 Office in supporting the existing 911 system and planning, formulating and evaluating Next Generation 911 (NG911) services in the County;

Participates in the preparation of grant applications to support ongoing and new Emergency Communications efforts as required and outlined; works with the County Attorney's Office as needed;

Works with existing and new customers to provide high quality and professional emergency dispatch services in a fiscally responsible and efficient way;

Works with the local and regional partners to develop and exercise communications interoperability assets to ensure existing plans, guidelines and data collection is accurate, and assists with the development of any additional training and equipment needs for the division relating to Interoperability;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Assists with developing new and evaluating existing technologies to enhance emergency dispatch and logistics for the division;

Ensures the division payroll is submitted to departmental administration in a complete and timely manner as required;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database, scheduling, reporting software in performing assignments;

May perform other incidental tasks as needed.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of the background, principles and objectives of federal, state, regional, and local emergency communication systems; thorough knowledge of the development and administration of a consolidated emergency communications center; good knowledge of methods and principles of the administration of a consolidated Emergency Communications Center; ability to maintain effective working relationships with groups and individuals; ability to clearly and concisely express ideas orally and in writing; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; tact; ability to mentor and follow progressive discipline processes when required; dependability; integrity; good judgment; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) a Bachelor's Degree* in Emergency Services Communication, Emergency Services or a closely related field and five years of administrative experience** in Emergency Operations; or (b) a Bachelor's Degree and six years of administrative experience** in Emergency Operations.

SUBSTITUTIONS: A certificate of training recognized by the Emergency Management Institute* may be substituted for one year of the required experience. Verifiable volunteer experience may be substituted for each year of the required full-time experience.

Candidates must note that volunteer experience must be equivalent to a 35 hour a week, full-time position.

Satisfactory completion of 30 credits* towards a Master's Degree* in Emergency Services Communication, Emergency Services or a closely related field, may be substituted for one year of the above stated experience.

*NOTE: The Emergency Management Institute is a recognized institution of the Federal Emergency Management Agency.

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****DEFINITION:** In this case, administrative experience is defined as participation in the direction and control of an identifiable organizational unit or program, in addition to the supervision of at least (10) subordinates. This experience also includes involvement in departmental or division planning, resource allocation, program evaluation and policy formulation.

***SPECIAL NOTE:** Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.