



JOB DESCRIPTION

Job Title: E911 Department Head

Reports to: Judge/Executive (primary); and Sheriff (secondary, for NCIC/LINK operations)

Annual Salary: \$52,000-\$57,000

SUMMARY

The E911 Department Head leads the Marshall County 911 system which provides around-the-clock emergency services including receiving, processing, and dispatching appropriate agencies and/or responders to emergency and non-emergency calls. The Department Head splits time between dispatching and managerial/administrative duties.

JOB SCOPE

The Department Head sees that the 911 Operations Center is properly staffed with trained personnel 24 hours per day, seven days per week. This supervisory role includes making decisions related to hiring, training, and discipline for all 911 employees. In addition, the Department Head handles all administrative details including serving as the Terminal Agency Coordinator, completing an annual review of response protocols, annual budgeting and monthly financial reporting, as well any other duties as required by the Commonwealth or the County.

EDUCATION AND EXPERIENCE REQUIRED

At least three years of management and/or leadership experience with an emergency response agency.

EDUCATION AND EXPERIENCE PREFERRED

Current or previous DOCJT Telecommunicator Certification. Department Head is required to take and/or attend courses designed to bring him or her up to current standards and practices.

WORKING HOURS AND CONDITIONS

The Department Head position requires that he/she schedule him/herself to dispatch at least 24 hours during the week and be willing to deviate from the normal schedule as necessary to ensure shift coverage. Being present at the E911 Center during a large-scale emergency or disaster is also required.

MAIN DUTIES

Schedule staff to maintain proper shift coverage, approve working hours and paid time off; and work with Human Resources and/or the Treasurer's Office regarding payroll-related matters.

Provide for the consistent training of all dispatchers, either personally leading the OJT or designating consistent training; conduct evaluations of all personnel; and to fill staff vacancies.

Department Head is a lead-by-example dispatcher, being willing and able to dispatch during moments of high call volume, dispatching for periods of time during sudden shortages.

Coordinate the 911 response to any large-scale emergency, including keeping County management informed on any critical case or service outages/disruptions.

Ensure that all relevant equipment/software/applications in the 911 Operations Center are in proper condition and available for use in response to an emergency; make recommendations to County management on the acquisition and use of new equipment; and write and submit to County management any funding grants, as applicable, for new equipment or other needs.

Prepare the annual budget for submission to the Fiscal Court and, once approved, monitor all costs against the budget; and to make purchases in cooperation with the County Treasurer following proper protocols and procedures.

Review and recommend changes to the Judge/Executive related to 911 policies and procedures.

Attend County or public meetings as requested by the Judge/Executive.

CONTACT THE MARSHALL COUNTY (KY) JUDGE/EXECUTIVE'S OFFICE ON 1101 MAIN STREET, BENTON, KY 42025 IF YOU WOULD LIKE AN APPLICATION AT (270)527-4750.

SEND APPLICATIONS TO THE MARSHALL COUNTY (KY) JUDGE/EXECUTIVE'S OFFICE