



Madison County Vacancy Announcement

E-911 Director

Position Summary:

Performs managerial, planning and technical work directing the County's Enhanced 911 Center. An employee in this class plans, organizes and County and activities of the Enhanced 911 Telecommunications Center which relays calls for assistance to fire, law enforcement, and emergency medical agencies in the City and County. Work involves budget preparation and administration, grant writing and administration, policy and standard operation procedure development and modification, staffing, training, and performance review for the Department, and requires significant knowledge of a variety of equipment and technology for dispatching. Work involves a broad scope of public contacts, a variety of technical and detailed knowledge, and considerable independent initiative and judgement. Work is supervised by the County Manager and is evaluated through conferences, results of work, reports, and public feedback.

This position is exempt under the Fair Labor Standards Act.

Madison County Government is an Equal Opportunity Employer.

Where to Apply:

To obtain an application, visit <https://www.madisoncountync.gov/employment-opportunities.html>

Applications will be accepted at the Madison County HR Office, 107 Elizabeth Lane, Marshall, NC

Can be mailed to: Madison County Human Resources, PO Box 579, Marshall, NC 28753.

Applications will also be accepted via email to: HR@madisoncountync.gov

Essential Functions:

- Oversees the 911 Supervisors, who direct the staff of the County's Enhanced 911 Telecommunications Center.
- Oversees the development and review of dispatch and emergency response procedures and regulations with law enforcement, fire and emergency medical agencies served, reviews dispatch agreements.
- Develops and maintains up-to-date protocol and procedures manual for employees and agencies served; assures review of 911 dispatch boundaries and districts to ensure accuracy of dispatch.

- Educates the public about use of the 911 system; provides information services to various groups on a variety of emergency and disaster services; makes public presentations.
- Research, recommend and obtain needed electronic equipment, ensure proper maintenance and repair of equipment.
- Applies for grants to assist with 911 program planning and response: submits reports to granting agencies.
- Consults and advises businesses on compliance issues with the provisions of right-to-know regulations, and other hazardous materials legislation.
- Coordinates addressing functions for the county.
- Performs related duties as required.

Education:

High School Diploma or equivalent and three years of experience in law enforcement, fire science, business, or emergency services experience, including some supervisory experience; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

- Extensive knowledge of telecommunications, public safety, and related program regulations and guidelines.
- Thorough knowledge of federal, state, and local policies, procedures, and regulations pertaining to the various telecommunications involving law enforcement, fire, and emergency medical operations.
- Considerable knowledge of modern E911 planning, practices, and procedures, and skill in their implementation.
- Ability to use sound judgement and determine best options and decisions for handling emergency matters.
- Ability to maintain calm and work effectively under pressure, to coordinate and lead in times of disaster and crises, and to implement emergency plans.
- Ability to interpret, explain, and apply a wide variety of policies, procedures, and regulations.
- Ability to prepare complex reports and make effective public presentations.
- Ability to react quickly, effectively, and professionally in emergency situations and major disasters.
- Ability to plan and organize work to meet deadlines and governmental requirements.
- Ability to establish and maintain effective working relationships with law enforcement agencies, volunteer fire services, emergency medical response, County officials, hospitals, schools, and the general public.
- Ability to motivate, train, and supervise employees.

Physical Requirements:

The physical demands and work environment characteristics described here are representative of this that must be met by an employee to successfully perform the essential functions of this job. In compliance with ADA requirements, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Additional physical requirements:

- Must be able to perform the physical life functions of climbing, stooping, kneeling, reaching, standing, walking, fingering, grasping, talking, hearing, and repetitive motions.
- Must be able to perform light work exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently and/or a negligible amount of force constantly to move objects.
- Must possess visual acuity to prepare and analyze data and figures and to perform extensive reading.

Additional Requirements: Applicant must be willing to submit and pass a pre-employment drug/alcohol test as well as a criminal background check. This position is subject to health and safety sensitive random drug screens. Must possess a valid North Carolina Driver License or be able to obtain one within 60 days of employment.

Salary Range: \$45,403.00 - \$68,105.00

Hiring Range: \$48,000.00 - \$58,000.00, dependent upon education and experience.

This position comes with a benefits package including participation in LGERS (a defined benefit retirement plan), paid health insurance, dental, eye and other supplemental insurances, as well as paid vacation, sick, and holiday time.