



Madison County Vacancy Announcement

Emergency Operations Director

Position Summary:

Performs managerial, planning and technical work directing the County's Enhanced 911 Center and the Emergency Management Office. An employee in this class plans, organizes and directs the activities of the E-911 telecommunications center which relays calls for assistance to fire, law enforcement, and emergency medical agencies in the City and County, and directs interagency planning efforts for emergency response to a variety of emergencies such as response to hazardous materials incidents, weather emergency responses, and other disasters. During times of disasters, the employee assumes direct control of the response and recovery effort when declaration of a State of Emergency is made. 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 judgment. The employee is subject to hazards in the emergency management work including working in both inside and outside environmental conditions, hazardous fumes, dusts, odors, mists, and gases. 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.

Where to Apply:

The position is open until filled. Submit a North Carolina State Application (PD 107) with a cover letter to Madison County Human Resources. To obtain an application, visit <http://www.madisoncountync.org/employment.html>. Applications will be accepted at the Madison County Human Resources Office, 107 Elizabeth Ln., Marshall or mailed to: Madison County Human Resources, PO Box 579, Marshall, NC 28753.

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

Madison County Government is an Equal Opportunity Employer.

Essential Functions:

- Oversees the 911 Supervisor, who directs 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.
- Researches, recommends, and obtains needed electronic equipment; ensures proper maintenance and repair of equipment.
- Serves as emergency management coordinator for the County; works with other county staff and with state, local, and volunteer agencies to develop plans for mitigation, response, and recovery of all types of man-made or natural disasters, including national security, nuclear plant, weather, hazardous materials spills, and others.

- In declared state of emergencies, assumes direct control of response and recovery efforts; staffs the emergency operations center along with representatives from other agencies.
- Applies for grants to assist with 911 and Emergency Management 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.
- Plans, coordinates, and implements safety programs; ensures safety regulations are followed; prepares and maintains records and files; prepares reports.
- Inspects buildings, grounds, sidewalks, work sites, and work procedures for OSHA compliance and for any liability risks to the County.
- Administers property, auto, and general liability insurances; investigates accidents and claims made on insurance policies; recommends measures to stop reoccurrence; processes all forms for claims; prepares and maintains schedules, audits, and proposals for insurance; acts as a liaison to insurance vendors, employees, and public for claims and status.
- Conducts research on OSHA, DOT, EPA, and risk management practice and regulations; determines which regulations effect the County; develops policies and procedures to comply with regulations and limit the County's liability; audits safety and risk management policies and programs to ensure successful programs; communicates to Board and staff trends in safety and risk management.
- Conducts employee training on safety and loss control policies and hazards associated with their job.
- Maintains records for safety meetings and loss control inspections.
- Performs related duties as required.

Education:

Graduation from a community college or technical school with coursework in law enforcement, fire science, business, electronics, or related field, and considerable related 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, emergency management, and related program regulations and guidelines.
- Thorough knowledge of federal, state, and local policies, procedures, and regulations pertaining to the various emergency management services and telecommunications involving law enforcement, fire, and emergency medical operations.
- Thorough knowledge of resources available for emergency management assistance.
- Considerable knowledge of modern emergency management planning, practices, and procedures, and skill in their implementation.
- Ability to use sound judgment 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 crisis, 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 those 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.

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's License.

Salary: \$42,000-\$52,000. This position comes with a benefits package including: paid health insurance; dental, eye and other supplemental insurance available, paid sick time, paid vacation time, and paid holidays.