



## POSITION DESCRIPTION

*Core Values → ESPRIT de Teton County*

*E*xceed expectations; offer options not obstacles

*S*ervant leadership through initiative

*P*ositively professional

*R*espect for all people, places and things

*I*ntegrity in every word and act

*T*eamwork for the good of the w"hole"

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**TITLE:** Emergency Communications Manager

**LAST UPDATED:** June 2017

**DEPARTMENT:** Sheriff's Office

**FLSA STATUS:** Non-Exempt

*FLSA designation cannot be assigned to a job class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designations included on the job description are for general administrative guidelines.*

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**SUMMARY:** Under general supervision, responsible for the overall operations of the Communications Center, including administrative tasks and budgeting.

### PRIMARY DUTIES AND RESPONSIBILITIES:

*Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Responsible for planning and directing the daily operations of the Emergency Communications Center. Oversees and supervises all Emergency Communications Center staff. Responsible for evaluations, positive recognition, counseling and disciplinary action as appropriate/required for Communications Supervisors.
- Responsible for preparation for, and oversight of, state and federal audits.
- Acts as the Master Street Address Guide (MSAG) Coordinator for Teton County.
- Prepares personnel, operations, and 911 budgets for the department. Compiles, monitors, and administers the budget on an annual basis. Assists the Lieutenant and Sheriff in preparing and presenting budget and related presentations for outside Boards.
- Oversees the maintenance of all equipment associated with regular and emergency communications for the Sheriff's Office, Police Department, Fire/EMS Department, Search & Rescue, National Park Service, and other associated agencies. This includes but is not limited to all radio equipment, all TCSO telephones, 911 equipment, NICE recorder, and teletype systems.
- Coordinates, prepares and maintains schedules.
- May assume all duties of the Emergency Telecommunications Technician during busy call periods, in the absence of a Technician, and/or in emergency situations.
- Responsible for the guidance, direction and vision of the Emergency Communications Center as a whole.
- Responsible for coordinating requests for proposal (RFP) and support contracts as required and as appropriate with regard to Center operations.
- Responsible for developing, operating and maintaining a quality assurance program within the Emergency Communications Center.
- Maintains appropriate contacts with the public, users and the media on the proper use of the emergency communications system. Responsible for development and operation of a public education program.
- Responsible for developing, monitoring and revising (or directing the revision of) the policies and procedures of the Emergency Communications Center.
- Serves on advisory boards and other professional organizations and fosters the professionalism of the agency.
- Maintains active liaisons with all participants, customers, emergency service providers and other departments and local, state, and federal agencies relative to the operation of the Emergency Communications Center.
- Oversees the hiring, counseling, disciplining, and evaluation of the Emergency Communications Center staff.
- Reviews and records time sheets, ensures accuracy of such before submitting to payroll.
- Responsible for all accounts payable with regard to Emergency Communications Center operations.
- Supports the relationship between the Teton County Sheriff's Office staff and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and County staff; maintains confidentiality of work-related issues and Sheriff's Office information; performs other duties as required or assigned.

## **MINIMUM QUALIFICATIONS:**

### **Education and Experience:**

- High school diploma or GED equivalent; **AND** four years of emergency dispatch experience, which includes two years supervisory duties; **OR** an equivalent combination of education, training, and experience.

### **Required Licenses and Certifications:**

- Must possess a valid Wyoming/Idaho Driver's License and maintain an acceptable driving record.
- Wyoming Peace Officer Standards and Training (POST) Basic Dispatch Certification; Advanced Dispatch Certification preferred.
- Emergency Medical Dispatcher Certification or ability to obtain within six months of hire date.
- National Crime Information Center Full-User Certification or ability to obtain within six months of hire date.

### **Required Knowledge of:**

- Principles and practices of customer service and public relations.
- Internal and external policies, procedures, and protocols.
- Principles and practices of effective project management, leadership, supervision and training.
- Federal, state, and local regulations concerning emergency communications.
- Emergency response plans.
- Principles and procedures of recordkeeping, reporting and retention.

### **Required Skills in:**

- Assessing, prioritizing and completing multiple tasks and demands simultaneously.
- Establishing and maintaining cooperative working relationships with coworkers and other individuals in contact during the course of work; communicating clearly and concisely
- Maintaining a professional demeanor and attitude in stressful situations.
- Developing and implementing budgets.
- Operating a personal computer utilizing standard software such as Microsoft Office and some specialized software including but not limited to CAD and GIS; functioning standard office equipment.

### **Physical Demands/Work Environment:**

- Work is performed in a standard office environment.