



Loudon County Emergency Communications District

POSITION:

Assistant Director (or other assigned title)

OBJECTIVES:

- A. To proficiently perform the work required in the Communications Center operation and supervise all dispatchers employed for that operation.
- B. To perform the work required of the Assistant Director as outlined.
- C. To provide the citizens of Loudon County, other agencies, and fellow employees with efficient, dependable and professional service.
- D. To maintain familiarity with and to promote understanding of all policies and procedures of Loudon County.

ESSENTIAL FUNCTIONS:

- A. The Communications Division shall be supervised by the Assistant Director, who shall have the immediate supervision of all employees assigned to duty therein and who shall be subject to orders of the Director. This position shall:
 - Assist the Director in the administration and management of the Center
 - Responsible for supervising all shifts at the Center
 - Perform the duties of an E-911 dispatcher on occasion
 - Assist the Director in drafting operational policies
 - Be responsible for completing annual performance evaluations on all dispatchers
 - Be responsible for the communications room, and the personnel assigned to this division to ensure that all rules and regulations set down for dispatchers and others assigned to communications are complied with
 - Conduct classes and training, as required

- Maintain inventory of equipment in the communications center and ensure adequate supplies and materials are available
- Be responsible for overall investigation of and response to all agency inquires and complaints
- Review and approve employee schedules
- Represent the Director at various meetings, in his/her absence
- Maintain the same duties, responsibilities and authority as outlined for dispatchers in addition to the others stated above
- Perform other duties and responsibilities as assigned by the Director or E-911 Board

AUTHORITY AND ACCOUNTABILITY:

- A. The Assistant Director of Loudon County E-911 Center is accountable to the Director for the efficient completion of his/her duties and responsibilities.
- B. The Assistant Director has supervisor authority and accountability for all communications dispatchers under his/her supervision.

QUALIFICATIONS:

- At least 5 years of relative emergency communications experience, with 2 of those being in a supervisory role
- ENP, CMCP, and/or RPL certifications preferred
- Must be of good moral character as determined by thorough background check

The Loudon County Emergency Communications Board reserves the right to waive any or all of the above minimum qualifications if the Board Members agree that a candidate has had experience and training that provide the same required skills, knowledge and abilities.