

# Tangipahoa Parish Communications District No. 1

## Job Description

### Director

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<b>Reports To:</b>	Board of Commissioners	<b>Approved Date:</b>	September 28, 2023
<b>Status:</b>	Full-time	<b>Revision Date:</b>	September 28, 2023
<b>Salary:</b>	Commensurate with qualifications and experience.		

#### SUMMARY

The Director is responsible for the overall management and daily operations of the Tangipahoa Parish 911 Center. Under general direction, administers, plans, coordinates, and manages the operations and activities of the Tangipahoa Parish 911 Communications Center; develops and directs 911 Center projects; supervises assigned personnel.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

The most important and essential job function of the position is attitude. The following duties are not intended to serve as a comprehensive list of all duties performed by employees in this classification, only a representative summary of the primary duties and responsibilities.

- The Director is responsible for the overall management, supervision and administration of the 911 Center.
- The director is responsible for interviewing, hiring, dismissing, and evaluating employee job performance for assigned subordinates.
- The Director is responsible for the appropriate handling of situations, correct and proper decision-making and overall facilities management.
- The Director is responsible for overseeing the collection, coordination, filing and maintenance of all data for use by the E-911 systems.
- The Director is responsible for employee worktime assessment and documentation, updating employee personnel files, assisting employees with matters involving health/medical insurance and benefits and safety issues.
- The Director shall establish and maintain protocols for employees and supervise the training of employees on the manuals. Will also be responsible for maintaining protocols with Fire Chiefs that the center may dispatch.
- The Director shall act as a liaison to coordinate with all agencies involved with the 9-1-1 center to insure quality service is maintained.
- Manages the repair, maintenance and replacement of existing equipment, and purchase and installation of updated systems. Plans capital expenditures to support the system which includes parish, city and fire frequencies and their backups.
- Ensures compliance with all applicable Federal, State, FCC and local laws and regulations. Ensures that all equipment is operable and properly maintained. Negotiates and administers associated maintenance agreements.
- Represent the Communications Center at community, parish, state and other meetings as needed.
- Assigns staff to job assignments as needed, and reviews work to ensure accuracy and completeness.
- Serves as primary liaison to the public and the media in all matters pertaining to Tangipahoa Parish Communications District. No. 1, during day-to- day operations and in times of emergency. Collaborate with local officials in the development of local emergency response programs.
- Any duties which are not listed but assigned by the Board of Commissioners.

## **SUPERVISOR RESPONSIBILITIES**

This position has full supervision over all District employees.

## **MINIMUM QUALIFICATIONS**

Bachelor's degree in Business Management, Public Administration, Criminal Justice, or related field, plus a minimum of three (3) years' experience in a 911 Communication Center or Emergency Services with administrative or supervisory responsibilities or other related field. Valid driver's license. Successful completion of a pre-employment criminal history background investigation. Psychological examination if requested. Ten (10) or more years of experience in emergency services may forego a degree requirement.

## **QUALIFICATIONS PREFERRED:**

NENA Center Manager Certification Program, NENA ENP 911 Certification, APCO Certified Public Safety Executive Program, APCO Registered Public Safety Leader, and/or other certifications may be required.

## **KNOWLEDGE OF:**

- Parish policies and procedures.
- Principles, regulations, and practices of E911, Radio, and Emergency Preparedness Operations, policies, and procedures.
- Public safety communication's environment, demands, requirements and related laws, regulations and systems.
- 911, Radio, & Emergency Preparedness Operations.
- Regulations and standards governing the 911, Radio, & Emergency Preparedness Operations.
- Processes for developing and administering budgets.
- Accounting principles and practices in the analysis and reporting of financial data.
- Supervisory principles, practices, and methods.
- Principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff

## **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Most essential qualifications include but are not limited to good communications skills, usage of good English grammar, spelling and punctuation, knowledge of business letter writing and report writing, good understanding of principles and practices of office management, ability to analyze situations carefully and adopt effective courses of action, recognize issues of confidential nature and handle appropriately, and communicate clearly and concisely, both orally and in writing. Ability to write routine reports and correspondence. Ability to speak effectively before groups of visitors or employees.

## **COMPUTER SKILLS**

Intermediate personal computer skills, including word processing, e-mail, spreadsheet, graphics, presentation software, etc.

## **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## **WORK ENVIRONMENT / PHYSICAL DEMANDS**

Work is performed in a standard office environment and in and around Parish facilities: subject to sitting, standing, walking, bending, reaching, and lifting of objects up to 25 pounds.