

MIDLAND COUNTY CENTRAL DISPATCH AUTHORITY (MCCDA)
JOB DESCRIPTION

911 DIRECTOR

Supervised By: MCCDA Board

Supervises: All subordinate agency employees

General Summary

Under the direction of the MCCDA Board, performs administrative and technical tasks at the managerial level directing all aspects of the Midland County Emergency 9-1-1 Central Dispatch Communications Center. Provides guidance, direction, and supervision to assigned staff. Manages all financial aspects of the agency including procurement, fund receipts and investments, allocating funds, approving payables and developing, planning and implementing the operating budget. Provides technical expertise in equipment maintenance, troubleshooting and operations. Oversees the acquisition and implementation of technology and equipment to receive emergency calls. Performs related personnel management, business management and administrative tasks.

About the Agency

The Midland County Central Dispatch Authority (MCCDA) is an independent governmental entity established under the Urban Cooperation Act to provide consolidated 9-1-1 services for Midland County. The agency is governed by an Authority Board and operates as a separate legal entity, independent of the City of Midland and Midland County government. MCCDA supports law enforcement, fire, and EMS agencies on a 24/7 basis and serves a population of approximately 84,000 residents. Staffing consists of one (1) Director, one (1) Deputy Director, one (1) Executive Assistant, four (4) Supervisors, and twelve (12) Telecommunicators.

Essential Functions

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Plans, organizes, and directs all aspects of 9-1-1 operations including personnel, budgeting, planning, and general administration. Develops and implements departmental policies, procedures, and regulations.
2. Assesses 9-1-1 operations, staffing levels, facilities, and equipment. Analyzes budgetary and resource needs, makes recommendations for improvements, and implements changes. Monitors operational costs and makes recommendations for increasing efficiency.
3. Manages all financial aspects of the agency. Prepares and presents annual budget requests, administers capital and operating budgets, and ensures that the authorized budgetary and purchasing procedures are properly used. Receives and invests millage funds, provides approval for payments, allocates state funding, oversees the procurement process; plans, develops and implements the agency operating budget, oversees payroll processing and participates in capital planning activities.
4. Responsible for the interviewing, testing and hiring of applicants for the dispatch center.
5. Assigns or delegates responsibility for assignment of work, supervises and directs personnel, evaluates performance of assigned staff and assures necessary training and professional development. Oversees discipline, promotions, discharge and salary administration and employee performance appraisals. Takes disciplinary action according to established procedures. Coordinates and conducts training activities, manages overall personnel activities, provides counseling, assists in labor relations and monitors insurance and benefits programs.
6. Provides oversight and maintenance of the public safety radio system for the County, City of Midland and other municipalities as appropriate.
7. Ensures agency compliance with applicable federal, state, and local laws, regulatory requirements, audit standards, and risk management practices.

8. Provides technical solutions and assistance involving the emergency dispatch systems. Uses technical expertise to maintain, oversee and troubleshoot equipment operation. Contacts technical support for information on technology maintenance as needed. Oversees the acquisition and implementation of new technology to improve service performance.
9. Provides long-range planning for public safety communications technology, including lifecycle management, system resiliency, and future service needs.
10. Participates in statewide activities involving the 9-1-1 system. Assists in overseeing the 9-1-1 statewide program, participates in state professional organizations, coordinates plans for emergency communication with other counties and interacts with participating municipalities to keep 9-1-1 plan and legislative compliance current.
11. Participates in local committees involving 9-1-1 systems and activities including the Local Emergency Planning Team, EMS Board, Medical Control, Fire Chiefs Association, Law Enforcement Center Integration and others as assigned or needed.
12. Promotes transparency, accountability, and public trust through effective communication with stakeholders and the community.
13. Provides recommendations and implements changes or solutions involving the emergency management services program. Monitors quality of service and facilitates continuous development and improvements to the system.
14. Oversees periodic review, revision, and maintenance of agency policies, procedures, and operating standards.
15. Provides guidance and direction during critical incidents and assistance with emergency response activities.
16. Interacts with the Technical Advisory Committee to implement operational improvements regarding services, operations, and support.
17. Represents the agency at civic group meetings, public relations events and with governmental entities.
18. Provides oversight and use of social media, public notification sites and software.
19. Performs other administrative tasks in support of agency operations including preparing and posting agenda items for board meetings, coordinating meetings and discussing and approving policy and procedure issues, employment issues, technology issues and other concerns with attorneys, political leaders, and other professionals.
20. Performs other related duties as required.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Bachelor's Degree in public safety administration, criminal justice or related field and seven years of progressively more responsible experience supervising 9-1-1 center activities, including experience in business and budgetary management activities.

The 9-1-1 Authority, at its discretion, may consider an alternative combination of formal education and work experience.

- Valid Michigan Vehicle Operator's License.
- Thorough knowledge of the professional public management techniques involved in budgeting, personnel administration, resource management, and the ability to identify and implement new best practices.
- Considerable knowledge of applicable emergency telecommunications systems, radio communication technology, computer-aided dispatch systems and equipment related to emergency management programs.
- Thorough knowledge of the laws, ordinances, and other regulations pertaining to the provision of emergency services and 9-1-1 public safety dispatching and related tasks.
- Knowledge of modern office administration, supervisory practices and policies including human behavior and performance in emergency situations, applicable personnel laws and practices, procedures, principles, technology and trends in public safety communications system operations and administration.
- Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating effective policy and procedure recommendations.
- Ability to create and present public presentations, committee reports and other informational presentations.
- Knowledge and skill in the training of personnel.
- Ability to effectively communicate and present ideas orally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative, and resourcefulness when dealing with citizens, elected officials, employees, other governmental agencies and municipal employees.
- Ability to behave and communicate in a manner that promotes a positive and professional work environment.
- Ability to manage and direct staff members by both personal example and direct action.
- Ability to assess situations, solve problems, work effectively under stress and changes in work priorities, within deadlines and in emergency situations.
- Skill in the use of office equipment and technology, including Microsoft Suite, financial applications, database entry and maintenance, Law Enforcement Information Network (LEIN) and dispatch communication software.
- Ability to attend meetings scheduled outside of regular business hours.
- Ability to respond to emergencies or service needs on a 24-hour basis.
- Must live within a 50-mile radius of the Midland Law Enforcement Center, located at 2727 Rodd Street, or be a Midland County resident within eighteen months of employment with the Authority.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate with others in person and by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop, kneel, use hands to handle or feel and reach with hands and arms. The employee must occasionally lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for office employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.

Salary and Benefits:

- Salary: \$107,000-\$115,000
- Benefits: The Authority provides a benefits package that includes a MERS defined benefit retirement plan; health, dental and vision insurance; 240 hours of annual leave.