

## **Henry County Emergency Services 911**

### **Job Posting Director**

The Henry County Emergency Services 911 Center has an opening for the position of Director of 911. This full-time position is a 40 hour, per week; exempt; pay is bi-weekly; employer PERF contribution; offers benefits after a probationary period; and pays an annual salary of \$48,000.00.

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the attached document are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

More information regarding the duties and requirements for this position is found within the attached job description.

Please submit an employment application, resume, and cover letter to apply for the position of 911 Director. Documents are to be sent to Stephanie Whitehead, Henry County HR, via email to [swhitehead@henrycounty.in.gov](mailto:swhitehead@henrycounty.in.gov) on or prior to Friday October 20, 2023 at 12:00 pm.

**POSITION DESCRIPTION**  
**COUNTY OF HENRY, INDIANA**

**POSITION:** Director  
**DEPARTMENT:** E-911 Communications  
**WORK SCHEDULE:** 8:00 a.m. - 4:00 p.m., M-F  
**JOB CATEGORY:** PAT (Professional, Administrative, Technological)

**DATE WRITTEN:** October 2019

**STATUS:** Full-time

**DATE REVISED:**

**FLSA STATUS:** Exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Henry County provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as Director for Henry County E-911 , responsible for supervision, planning, administration, and operation of the Emergency Operations Center.

**DUTIES:**

Oversees E-911 Communications Center operations and all programs and services provided to participating Police, Fire, and EMS agencies.

Supervises Department personnel, including administering personnel programs, maintaining proper staffing levels, interviewing and hiring personnel, providing orientation for new subordinates, planning/delegating work assignments, establishing goals/standards, conducting staff performance evaluations, reviewing position responsibilities and salaries, informing staff of organizational developments, resolving problems/conflicts, and initiating disciplinary procedures as warranted.

Prepares Department payroll and expense claims and submits to County Auditor on a biweekly basis. Maintains personnel and activity records.

Develops and administers staff training programs/exercises, maintains training records, and ensures all personnel and Dispatch Center certifications are current.

Oversees the 911 addressing system in the County and maintains/updates database of County street names, street address spans, and law enforcement, fire and medical jurisdictions for each span.

Maintains digital mapping system, including upgrading current GIS layers and creating new layers as applicable.

Maintains 911 software and ensures proper operation of voice recording system, including performing system maintenance, security, and storage of media, and providing recordings to Prosecutor's Office, attorneys and appropriate law enforcement agencies.

Maintains and updates radio room Standard Operating Procedures (SOP), ensures radio equipment is in proper working order, and ensures all FCC Licenses are current and up-to-date.

Maintains software for weather system and monitors weather station for emergency alerts. Regularly tests and activates all alarms in event of an emergency.

Prepares and presents annual budget requests to County Council. Prepares monthly and annual operating and financial reports, verifies financial transactions, and maintains accurate financial records.

Regularly updates the Communications Advisory Board on all aspects of the operation, including financial status, current problems, and future needs. Formulates and recommends policy and procedural changes to the Board, develops and implements new programs, and coordinates all purchasing for the Communications Center. Monitors new developments within the communications industry and makes recommendations to the Board.

Promotes public awareness of 911 emergency telephone system. Coordinates with law enforcement, fire and medical agencies, and participating telephone companies in matters pertaining to the 911 emergency telephone system, provides periodic updates to all local jurisdictions and agencies, and follows up with telephone companies in matters pertaining to 911 emergency telephone system problems and/or failures.

Maintains/compiles data and prepares and submits required reports.

Receives and responds to citizen and agency concerns/complaints, resolving complaints in a diplomatic and timely manner.

Serves on various boards and committees and periodically attends meetings, conferences and professional education workshops.

Serves on 24-hour call for emergencies.

Performs related duties as assigned.

**I. JOB REQUIREMENTS:**

High school diploma or GED.

Possession of and ability to maintain required certifications, including, but not limited to, First Responder/CPR, IDAC[NCIC, National Incident Management, APCO, NENA and Emergency Medical Dispatch certifications.

Ability to meet all Department hiring requirements, including passage of a drug test.

Thorough knowledge of standard practices, procedures, rules and regulations of the Department and ability to establish and implement Department policies, directives, and general orders.

Complete knowledge of community geography and ability to read maps, use emergency code terminology, and quickly, clearly and calmly respond during stressful situations.

Working knowledge of County and Department budget processes and ability to prepare and administer Department budget and maintain complete and accurate financial records.

Working knowledge of standard English grammar, spelling and punctuation, and ability to compose correspondence, develop news releases, and prepare detailed written reports.

Working knowledge of personnel management and conflict resolution, and ability to direct operations, provide leadership, and supervise/direct personnel.

Working knowledge of current training programs and ability to develop and direct training of Department personnel.

Working knowledge of radio frequencies, codes, procedures and limitations and ability to speak clearly and distinctly, hear and be heard and understood when communicating in person, by radio, or by telephone.

Ability to operate a variety of standard office and communication equipment, including various computers, printer, E-911 system, two-way radio, computerized telephone system, weather radio, paging system, recording equipment, security camera, calculator, fax machine, shredder and copier.

Ability to effectively communicate orally and in writing with co-workers, other County departments, Police, Fire, emergency services, public safety agencies, County Council and Commissioners, Communications Board, department heads, utilities, news media, telephone companies, and members of the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to provide public access to or maintain confidentiality of Department information and records according to state requirements.

Ability to comply with all employer and Department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to understand, memorize, retain and carry out oral and written instructions and present findings in oral or written form.

Ability to compile, compare, analyze and evaluate data, make determinations, and take action based on data analysis.

Ability to perform arithmetic calculations quickly and accurately.

Ability to work independently and with others in a team environment, often amidst frequent distractions and interruptions, and under pressure from high volume operations.

Ability to apply knowledge of people and locations, plan/coordinate work projects, and utilize good judgment in extreme and uncommon situations.

Ability to identify steps necessary to reach objectives, define practical courses of action, and put into effect changes in policies and procedures.

Ability to maintain positive public relations and plan/present public speaking presentations and special events.

Ability to regularly work extended hours, occasionally work evenings and/or weekends, and occasionally travel out of town for meetings/conferences, sometimes overnight.

Ability to serve on 24-hour call for emergencies.

Possession of a valid Indiana driver's license and demonstrated safe driving record.

#### 11. DIFFICULTY OF WORK:

Incumbent performs complicated/non-standard duties, spending the majority of his/her time with short-term and long-range planning, policy implementation, and providing quality service/safety to the public. Incumbent establishes own standards of performance, subject only to guidance from Board.

#### 111. RESPONSIBILITY:

Incumbent requires only administrative direction in performing duties and is responsible for authoritatively interpreting and applying well-established policies and procedures to a variety of circumstances which may impact the safety and welfare of emergency responders and the public. Work is reviewed periodically for attainment of objectives and effect on Department goals/objectives. Incumbent regularly makes decisions in the absence of policy. Incumbent's decisions can be overruled by the Communications Board and appealed to the Board of Commissioners.

IV. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County departments, Police, Fire, emergency services, public safety agencies, Communications Board, utilities, news media, telephone companies, and members of the public for purposes of giving and receiving information, executing policies, administering operations, and making decisions/resolving problems,

Incumbent reports directly to the Communications Board and Board of County Commissioners.

V. PHYSICAL EFFORT AND WORK ENVIRONNNNT:

Incumbent performs duties in a standard office environment, involving sitting/walking at will, standing for long periods, lifting/canying objects weighing under 25 pounds, close vision, color perception, excessive noise, keyboarding, speaking clearly, hearing sounds/communication and handling/grasping objects.

Incumbent regularly works extended hours, occasionally works evenings and/or weekends, and occasionally travels out of town for meetings/conferences, sometimes overnight.

Incumbent regularly serves on 24-hour call for emergencies.

APPLICANT/EMPLOYEE ACKNOWLEDGNIENT

The job description for the posiüon of Director for Henry County E-911 describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirement as outlined?

Yes———No———

\_\_\_\_\_  
Applicant/Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print or Type Name

E-91 1/director

