

CITY OF PARIS JOB DESCRIPTION

Position: E911 Communications Director

Reports to: Police Chief or Designee

Department: 1-124

Status – Salary Exempt

JOB SUMMARY: Under general direction of the Police Chief or designee, plans, organizes, directs and coordinates the activities of the Communications Center. Performs responsibilities and specialized operations related to dispatching emergency calls to police, fire, ems, and city utilities as needed from the communication center. Assign dispatchers to duty on designated shifts, review and approve time cards, see that they work in an efficient and professional manner, fills in open shift as needed, and does related communications work as required.

Serving as the primary contact for IT concerns, CAD Systems, TAC, Open Records, Court communications, EPO and Domestic Orders, 911 Grants, Link NCIC, 811 Communications, and stolen property tracking.

EXAMPLES OF DUTIES: Plans and directs, the work of the communications center. Enforces rules and regulations, work methods and procedures. Reviews work of Communications Dispatchers. Ascertains that new and regular dispatchers receive adequate training in communications methods and procedures, use of computer systems; and related activities. Conducts the Communications correspondence, requests needed supplies, and recommends the purchase of necessary equipment. Performs public relations functions. Perform duties as Communication Technician as required.

Thru application of technical skills is responsible for communication services for Law Enforcement, Fire / EMS, and City Utilities, the accurate database of Bourbon County's streets addresses, and the proper operation of the 911 system. The work includes wide latitude of personal judgment with the following performance skills:

Multi- agency center experience

Strong Interpersonal and communication abilities

Technical service troubleshooting

REQUIRED EDUCATION AND/OR EXPERIENCE:

- Graduation from an accredited high school or its equivalent (GED), A bachelor's degree is preferred.
- Certification in basic telecommunication by the Kentucky Department of Criminal Justice Training.
- Five years' experience in public safety telecommunications minimum.
- Must be able to type and have a command of math as well as computers—and related computer hardware and software.

- Must have some experience with working with vendors and maintenance contracts.
- Must be able to work well with co-workers, supervisor, and the general public.
- Must maintain a positive attitude and willing to take initiative.
- Must be able to carry out specialized duties and assigned tasks in a timely manner. The successful candidate should have a proven record in planning and problem solving.
- Must be able to track hours worked in secondary departments for budgeting.
- The ability to interact and establish good working relationships with multi-agency command leadership, government, and community officials, leaders, and the general public.

SKILLS:

Ability to establish and maintain effective working relations with employees, the general public, and all other related departments. Must be willing to take initiative, be dependable, alert, calm, and have integrity.

ADDITIONAL INFORMATION:

Tools, Equipment: General office equipment and dispatch equipment including but not limited to radio maintenance. Personal Computer with multiple screen display, scanner, copier, telephone system, radio, fax, internet.

Physical Demands: Work is generally performed indoors; intermittent sitting, standing, walking, bending, carrying, stretching and/or stooping required; must be able to lift objects weighing in excess of 25 pounds

Mental Effort: Heavy.

Interruptions: Constant.

Confidential Information: Regular use of confidential information.