

SOUTH EAST REGIONAL EMERGENCY SERVICES AUTHORITY (SERESA)

JOB DESCRIPTION

DEPUTY DIRECTOR

Supervised By: Executive Director

Supervises: SERESA Supervisors

Position Summary:

Under the supervision of the Director, performs administrative and technical tasks in managing all aspects of the communications Center. Manages the efficient day-to-day operation of the center and implements the hiring, training and evaluation of staff. Assists with operational oversight and the implementation of administrative policies. Schedules and supervises dispatch staff. Ensures compliance with all dispatch regulations and policies. Assists in policy and procedure updates and improvements. Develops, schedules and presents training for employees. Develops, maintains, oversees new employee training and assists with management and training of communication training officers. Assists with equipment maintenance, operation and upgrades. Assumes the duties of the Director in his or her absence if so directed.

Essential Job Functions:

An employee in this position may be called upon to do any of or all of the following essential functions. These examples do not include all 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. Acts on behalf of the Executive Director and may be authorized in the event of absence or vacancy to ensure continued execution of the Executive Director's responsibilities.
2. Assists the Executive Director with the monitoring of operations to ensure quality services are provided in an efficient, cost-effective and timely manner. Facilitates continuous development and improvements to the system.
3. Provides direct oversight in the hiring, training, directing and supervision of the SERESA operational staff, including Emergency Communication Officers and Shift Supervisors. Evaluates dispatch staffing levels and makes recommendations for additional staff as needed. Supervises and directs the work of operational staff. Oversees work schedules to ensure efficient operations, while minimizing overtime, and ensuring compliance with policies and current Michigan laws. Assists in managing overall personnel activities.
4. Act as the Primary LEIN TAC and LASO
5. Develops and supervises Public Education projects and ensures education is completed according to specifications.

6. Participates in and monitors the development of communication technology changes to ensure the operation of SERESA is within the law and current with technology.
7. Assists Director as a spokesperson for the SERESA. Represents the organization to the media at meetings and conferences in Director's absence. Joins and participates with professional organizations in the promotion, development, and operation of 9-1-1 and Public Safety Communications Systems.
8. Coordinates and communicates with user agencies within jurisdictions served to ensure the most effective operation of the dispatch center in conjunction with the Technical Advisory Committee (TAC).
9. Receives complaints and questions regarding authority incidents. Diligently investigates, responds to concerns, develops solutions and takes corrective action. Reviews complaints with recommendations for prevention with the Executive Director.
10. Provides oversight for the Quality Assurance Program to the Quality Assurance Supervisor by creating and directing new methods when appropriate. Participates in the annual evaluation and promotion of SERESA staff. Directs staff in the performance evaluations of subordinates and the efficient use of the Quality Assurance Program.
11. Performs other duties as required.

Education Requirement

High school graduate or equivalent is required. In addition:

- Bachelor's Degree in related or management field
The SERESA Executive Director and Authority Board may, at its discretion, consider an alternative combination of formal education and work experience.
- Five or more years of progressive responsibility in the operation of a fully automated 911 communications system.
- Valid Operator's License with acceptable driving record, with the ability to obtain a Michigan driver's license within six months of employment.
- Priority Dispatch Emergency Medical and Fire Dispatcher (EMD/EFM) and EMD/EFM-Q, Communications Training Officer (CTO) certification, Basic LEIN, LEIN TAC, LASO, and CPR certifications and State mandated Telecommunicator training requirements must be successfully completed and maintained to maintain employment.
- Emergency Number Professional (ENP) certification, Registered Public Safety Leader (RPL) Graduates, Certified Public Safety Executive (CPE) Graduates, or Center Management Certification Course Graduate (CMCP) applicants preferred.

Required Knowledge, Skills, Abilities, and Minimum Qualifications:

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

- Through knowledge of the laws, ordinances, and other regulations pertaining to the provision of emergency services and 9-1-1 and public safety dispatching and related tasks.
- Knowledge of modern office administration, supervisory practice and procedures
- Skill in the training, direction and supervision of others
- Ability to effectively communicate ideas and concepts orally and in writing, and make presentations in a public forum.
- 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 professionals.
- Ability to manage and direct staff members by both personal example and direct action.
- Ability to be self-directed and maintain high initiative without day-to-day direct supervision
- Ability to show dependability, attend meetings scheduled at times other than normal business hours, travel to other locations and respond to emergencies on a 24-hour basis.
- Demonstrate the desire to be helpful, not only to persons easy to work with, but also individuals who may be unreasonable, demanding, rude, unpleasant, and uncooperative. Remembering at all times, on duty and off duty, that you are a public servant.

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 on the telephone and must have the hearing acuity to listen and communicate in person effectively.

- The ability to function in stressful working environment
- Mental capacity to analyze data, use logic, exercise sound judgment, make sound decisions, and produce reports reflecting results
- The employee is frequently required to review and produce written and electronic documents.
- The employee must occasionally lift and/or move items of up to fifty (50) pounds.
- The employee is frequently required to travel to other locations within and outside of the Region.
- The employee is frequently required to attend meetings and make public presentations.
- While performing the duties of this job, the employee occasionally works in other areas of the Region. The employee regularly works in a business office setting and must have the ability to keep confidentiality of business conducted within the Center.