

CITY OF MERIDEN CONNECTICUT

ASSISTANT DIRECTOR
EMERGENCY COMMUNICATIONS CENTER

NON UNION POSITION

This is responsible administrative and technical work assisting the Director of the Emergency Communications Center in the direction of all employees and activities of the Communications Center.

The Assistant Director will work under the direct supervision of the Director of Emergency Communications and is responsible for overseeing the Center to ensure the protection of the first responders for the Police and Fire Departments as well as the citizens of Meriden.

Five to ten years of working in a 9-1-1 environment in a supervisory capacity in a medium to large center capacity. Certified in NCIC and as a 9-1-1 Tele communicator or ability to achieve these certifications within 6 months of hire. Familiarity with 9-1-1 Public Safety Answering Point equipment. Must be able to work a rotation work schedule. Bachelor's degree preferred in a compatible field of study; the degree and five years of supervisory experience will be considered. This is a tested position.

Salary range - \$80,000.00

Apply on line at <https://tinyurl.com/meridencareers> and e-mail your resumes/applications to humanresources@meridenct.gov. Last date to apply is Friday, March 1, 2019.

CITY OF MERIDEN CONNECTICUT
EMERGENCY COMMUNICATIONS CENTER

ASSISTANT DIRECTOR

EXEMPT – NON UNION POSITION

NATURE OF WORK

This is responsible administrative and technical work assisting the Director of the Emergency Communications Center in the direction of all employees and activities of the Communications Center.

The Assistant Director will work under the direct supervision of the Director of Emergency Communications and is responsible for overseeing the Center to ensure the protection of the first responders for the police and fire department as well as the citizens of Meriden.

The incumbent will assist the Director with operational decisions pertaining to necessary training programs within the established policies. The employee will provide supervision to all personnel within the Communications Center. Work is reviewed primarily through the results achieved and through conferences and discussions with the Director. This is highly responsible constructive work in directing the employees of the Emergency Communications Center.

EXAMPLES OF WORK

Assist the Director with planning, organizing, assigning and directing department operations with respect to equipment, policies, and personnel.

Formulate policies and procedures, in consultation and assistance with the Director that govern the activities and specific tasks within the Emergency Communications Center.

Assist with providing supervision for a comprehensive and uniform training program for all employees.

Assist the director in the planning of activities, selection of recruits, training, assignments and discipline of all personnel.

Makes recommendations to the Director of purchasing equipment, supplies and assist with the preparation of the budget estimates.

Participates in notification of equipment failures and tracking of resolutions.

Responds to the Center to assist the Director and personnel with major incidents.

DESIRED KNOWLEDGE, SKILLS AND ABILITIES

Extensive knowledge of the rules and regulations of a Public Safety Answering Point.

Extensive knowledge of training procedures/programs, training requirements, operational and discipline procedures.

Ability to supervise a large number of subordinates performing various tasks within the Communications Center, to provide guidance, instruction and to maintain a level of discipline and morale within the Center.

Ability to establish and maintain effective working relationships with other agencies, city officials, state and local authorities, and the public.

Ability to express oneself clearly and concisely in oral and written form to individuals and groups.

Ability to react quickly and calmly in emergencies and to direct subordinates in emergency situations.

DESIRABLE EXPERIENCE AND TRAINING

Ten years or more experience within a supervisory capacity in a (PSAP) public safety communications center environment.

College degree in a related field, this may substitute for four years of experience depending on degree level and concentration.

Must be a Certified 9-1-1 Telecommunicator and NCIC/Collect certified or have the ability to achieve these within 6 months of employment.

Must be able to work a rotation schedule, a non-traditional schedule and be able to respond for emergencies if necessary.

Must possess a valid driver's license.

This is an administrative, full time, non-union position. The general duties include overseeing the daily activities of the 911 Center personnel. The individual will prepare and monitor the work of the dispatchers, assist with quality assurance and overseeing the training program to ensure all personnel maintain their required certifications. The individual will evaluate incidents and recommend discipline to the Director.

Supervision:

This position reports to the Director of the Emergency Communications Center.

Duties:

Assists Director with administrative tasks such as scheduling, overtime assignments, statistical data regarding call volume, assist with preparation of policy updates, development and training as necessary. Through observation and evaluation, ensures that Dispatchers are adhering to the established policy and procedures.

Responsible for daily equipment issues and tracking of resolutions.

Monitor sick time patterns to determine if action is necessary and forwards documentation to the Director for consideration. Responsible for oversight to ensure hours are correct, overtime is submitted and recorded correctly, that all contractual language regarding the overtime, time off, swaps etc are adhered to by all personnel.

Oversees the training program and Lead Trainer to ensure the training program is updated, implemented and all new hires are certified and tested accordingly. Monitors the progress of trainees and any remedial training that may be required.

Monitors the performance of all personnel including the supervisors and assigns them tasks as necessary in order for the Center to meet its obligations to serve the police and fire departments.

Responsible for developing and submitting statistical data and reports as requested by the Director. Will be present to assist in preparation of critical incidents, to lend support to the staff and assist with coordination and coverage issues.

Will be responsible for the Center in the absence of the Director.

Experience:

Five to ten years of working in a 9-1-1 environment in a supervisory capacity in a medium to large center capacity.

Certified in NCIC and as a 9-1-1 Telecommunicator or ability to achieve these certifications within 6 months of hire.

Familiarity with 9-1-1 Public Safety Answering Point equipment.

Must possess excellent oral and written communications skills.

Must be able to work a rotation work schedule.

Bachelor's degree preferred in a compatible field of study; the degree and five years of supervisory experience will be considered.

Thorough knowledge of equipment, principles and practices of a Public Safety Answering Point.

This is a tested position.

Salary range - \$80,000.00