MASON-OCEANA 911 JOB DESCRIPTION

POSITION: DIRECTOR

REPORTS TO: MASON-OCEANA 911 BOARD OF DIRECTORS

SUMMARY OF POSITION: Accountable for all operational aspects of 911 emergency services for Mason and Oceana Counties.

ESSENTIAL JOB FUNCTIONS

1. **911 Operations**
   - Is accountable for all aspects of 911 and non-emergency call intake and dispatching in Mason and Oceana Counties.
   - Is accountable for recruiting, hiring, training, scheduling and supervising 911 personnel in a 24/7/365 operation.
   - Is accountable for an Artificial Intelligence Quality Assurance process that reviews almost all 911 calls every month.
   - Is accountable for compliance with State of Michigan training requirements for 911 public safety telecommunicators.
   - Is accountable for operational procedures.

2. **Agency & Benefit Administration**
   - Is accountable for day to day accounting operations including purchasing, payroll, record keeping, reports and inventory.
   - Work with the CFO/HR to identify and recommend annual healthcare plan to the 911 Board of Directors.
   - Implement and maintain healthcare plan approved by 911 Board of Directors.
   - Work with the CFO/HR to identify, recommend and implement strategies that maintain 911's MERS Defined Benefit retirement plan to the 911 Board of Directors.
   - Prepare and present reports as requested to Board of Directors.
   - Develop and implement administrative policies and best practices.
   - Along with the Deputy Director of Operations, investigate complaints and concerns from the public and from public safety officials.
   - Is accountable for maintenance of building and grounds.
   - Ensure compliance with all Michigan Open Meetings Act and Freedom of Information Act laws.
   - Manage dozens of service and support contracts.

3. **Budget**
   - Develop annual revenue projections and present to the 911 Board of Directors.
   - Manage annual overall compensation increases requested by staff for presentation to the 911 Board of Directors.
   - Develop annual expenses and personnel costs for presentation to the 911 Board of Directors.
   - Upon approval, execute budget as approved by the 911 Board of Directors.

4. **Capital Expenditures**
   - Keep current a 20-year running list of all anticipated capital expenditures. The list shall include the equipment type, location, lifespan, when the equipment was new, when it needs to be replaced, and approximate cost.
   - Update the capital expenditures list every year for the 911 Board of Directors.
   - Recommend the allocation of monies to funding capital expenditures.

5. **911 Best Practices**
   - Ensures Mason-Oceana 911 is current with 911 legislative & legal issues, and industry best practices through Michigan chapters of:
     - Association of Public-Safety Communications Officials (APCO)
     - National Emergency Number Association (NENA)
     - Michigan Communication Directors Association (MCDA)
     - Participation in subcommittees such as the State 911 Committee's (SNC) Certification Subcommittee
   - Ensures Mason-Oceana 911 is current with Next-Generation 911 (NG911) technologies:
     - Standards for Emergency Services IP Networks (ESInets)
     - GIS data systems and ArcGIS
     - Geospatial controlled IP software call routing function (ECRF & ESRP)
     - Additional data acquisition after call delivery to facilitate call processing (phase 2 locations, Smart911, RapidSOS, etc)
     - Ability to interconnect with other NG911 systems
     - Attend annual SNC Emerging Technology Forum
   - Ensures Mason-Oceana 911 is current with modern land mobile radio (LMR) systems:
     - Stay current with issues concerning the Michigan Public Safety Communications System (MPSCS)
     - Act as local expert for anything related to the MPSCS
     - Stay current with technologies usable on the MPSCS
     - Oversee 800 MHz paging and equipment in Mason and Oceana counties
     - Oversee new radio activations, template orders, encryption, troubleshooting and radio programming for Motorola radios

- Participate in committees like the Michigan Communications Directors Association, State 911 Office, and the Michigan APCO/NENA chapters.
- When requested, assist on incidents where access to LMR and MPSCS is needed.
- Attend conferences related to LMR new technologies.

- Ensures Mason-Oceana 911 is current with modern data systems:
  - Work with local agencies to understand coverage of private data networks like Verizon, AT&T and T-Mobile.
  - Act as local expert for the FirstNet nationwide public safety broadband network and new FirstNet technologies
  - Oversee implementation of high-reliability, redundant networks
  - When requested, assist on incidents where access to data networks is needed
- Ensures Mason-Oceana 911 is current with interoperability best-practices
  - Implement systems that allow interoperability between federal, state, county and local agencies
  - Assist with communications support and interoperability solutions as needed at the Electric Forest Festival
  - Act as local interoperability expert for agencies in Mason and Oceana Counties
  - Participate with organizations like Michigan's Communications Unit Work Group
  - Assist on incidents where access to data networks is needed
  - When requested, assist on incidents where interoperability is needed

6. Local Agencies & Public Liaison

- Serve as liaison with law enforcement, fire and emergency medical services within Mason and Oceana Counties
- Work with local public safety agencies to consolidate communications technologies to share costs
- Attend medical control board meetings in Mason and Oceana Counties
- Attend township official's meetings in Mason and Oceana Counties
- Attend county/township/village/city meetings as requested in Mason and Oceana Counties
- Attend fire department officials' meetings in Mason and Oceana Counties
- Attend LPT meetings in Mason and Oceana Counties
- Attending LEPC meetings in Mason and Oceana Counties
- Attend school safety meetings in Mason and Oceana Counties
- Attend Mason-Oceana water safety coalition meetings
- Attend county board of commissioner meetings as requested

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.

- Minimum of five (5) years of experience in 911 operations or in police, fire or emergency medical services.
- Demonstrated ability in coordinating and supervising employed staff
- Administrative experience preferred
- Four (4) year degree preferred
- Strong skills in the following areas:
    - Interpersonal communications
    - Report writing
    - Budgetary and financial management
- Knowledge of 911 funding in Michigan
- Knowledge of legal and law enforcement terminology, general personnel policies and administrative procedures.
- Knowledge of basic bookkeeping and budgeting principals, specifically, recording financial data, processing accounts payable and tracking budget expenditures.
- Ability to maintain a high level of confidentiality and use discretion when dealing with sensitive issues.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with:
    - 911 staff
    - Administrators
    - Representatives from other units of government
    - The public

Requirements

- Valid Michigan driver's license
- Own Vehicle Transportation – mileage paid for work-related travel outside our service area
- Ability to work with the general public
- Clean and neat appearance
- Must pass a physical
- Must pass a drug test. This position requires CJIS compliance due to access to federal systems.

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 duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually quiet.

This description is intended to provide a summary of the type and level of work performed by a person assigned to this job. It is not an exhaustive list of all duties and responsibilities required of a person so classified.

MASON-OCEANA 911 DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORGIN, SEX, RELIGION, AGE, OR DISABILITY IN EMPLOYMENT OF THE PROVISION OF SERVICE.

Benefits Package

Mason-Oceana 911 offers a competitive and comprehensive benefits package including:

- Annual longevity pay
- 12 paid holidays
- Vacation time
- Sick leave time
- Personal leave time
- BCBSM Healthcare
- MERS Health Care Savings Plan
- MERS Defined Benefit Retirement

For details on each of these benefits, e-mail CFO/HR Connie Blaauw at:

cblaauw@mason-oceana911.org