

**HARDIN COUNTY FISCAL COURT
RESOLUTION NO. 2021-139**

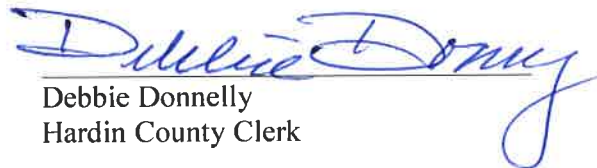
BE IT RESOLVED, upon recommendation of Judge/Executive Harry L. Berry, with the concurrence of the Resource and Community Support Committee, to approve revisions to the following job descriptions within the E-911 Department:

1. E-911 Director
2. Deputy E-911 Director

APPROVED, by the Hardin County Fiscal Court in its regular meeting on 27 July 2021.


Harry L. Berry
Hardin County Judge/Executive

ATTEST:


Debbie Donnelly
Hardin County Clerk

Hardin County Government

Job Description

Non-Hazardous

E-911 Director

Pay Grade 21

STATUS	
Date: July 27, 2021	Department: E-911
FLSA Status: Exempt	Reporting Authority: County Emergency Services Officer
Supervisory Responsibility: Deputy E-911 Director	

Job Summary

Under the direction of the reporting authority, this position manages the operation of the Hardin County E-911 Center, coordinates the operation of the E-911 Center with other user agencies, is responsible for day-to-day activities of the center, and performs related duties as assigned

Major Essential Duties

- Plans, directs, and controls the work of the E-911 Center personnel and all the day-to-day activities to include: training, evaluating work performance, and ensuring compliance with established policies
- Develops and prepares work schedules to guarantee adequate coverage at all times
- Closely coordinates the operations of the center with all user emergency agencies and secondary sites
- Troubleshoots all equipment, to include E-911 wire line, wireless automatic locating information devices, routers, connectivity, dispatcher workstations, and other automated devices and peripherals
- Coordinates all equipment repairs, replacements, and preventive maintenance with appropriate service support organizations to maintain uninterrupted E-911 services to the community
- Manages an annual budget consisting of employee payroll and benefits, contract fees, required supplies and equipment, and other budgetary line item essentials
- Coordinates with county officials, city officials, and telephone service providers to accurately maintain and update the E-911 Master Street Address Guide (MSAG);
- Oversees the issuance of new addresses to new homes, businesses, subdivisions, and rural parcels
- Coordinates the integration of database records with telephone service providers to ensure accurate locations of E-911 callers

- Reviews and resolves E-911 inquiries and discrepancies for updates and corrections to the location information with telephone service provider's databases
- Maintains close coordination with other county and city agencies to provide proper information with regard to correct street information and signage
- Updates as necessary boundary changes on Emergency Service numbers (ESN's), zip codes, exchanges, etc.
- Reviews information for proper digitizing of all components of E-911 addressing on proper GIS computerized mapping
- Reviews all GIS data for accuracy
- Answers, screens, researches, informs, advises, records, and process all customer requests efficiently and expeditiously as received by telephone, mail, or in-person

Minor Essential Duties

- Maintain files
- Distributes information as needed
- Prepares general and technical correspondence
- Updates existing databases on a regular basis and protect them from infiltration of faulty control measures
- Coordinates, updates, and revises E-911 policies and procedures as required

Qualifications

Education and/or Experience

- An Associate's degree from an accredited college with emphasis in public safety, public administration, business management, or law enforcement administration; or
- Graduate of an accredited high school or equivalent supplemented by four years' experience in a supervising capacity, two of which are within a government agency or organization

Language Skills

- Ability to read, analyze, and interpret policies, procedures, professional publications, government regulations, financial reports, and legal documents
- Ability to respond to sensitive inquiries or complaints from regulatory agencies, business community members, or the general public
- Ability to write reports, business correspondence, policy and procedure manuals
- Ability to write speeches, articles, and publications relating to E-911 issues
- Ability to present effective and persuasive presentations on topics related to management, public groups, and elected officials. Strong oral, written, and listening skills are required
- Ability to craft and compose effective requests for grant funding for the purpose of acquiring funding for E-911 applications from external government

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers and decimals
- Ability to compute ratio and percent and to draw and interpret graphs
- Ability to apply concepts of algebra, and statistics as needed

Reasoning Ability

- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to interpret an extensive variety of complex and technical information, and instructions
- Ability to solve practical problems, and deal with several abstract and concrete variables
- Ability to make decisions serving the county’s best interests
- Ability to read, analyze, and interpret policies, procedures, professional publications, government regulations, financial reports, and legal documents

Certificates, Licenses, Registrations

- Must maintain a valid Kentucky Driver’s License

Other Knowledge and/or Skills

- Display mature judgment, courtesy, and tact in dealing with the public, elected officials, and government employees
- Possess the following:
 - Ability to work with other related county and municipal departments within Hardin County
 - Ability to communicate both orally and in writing
 - Advanced computer skills
 - Hand-eye coordination

Physical Demands

The physical demands described represents those required to perform successfully the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing job duties, the employee could reasonably be expected to:

Regularly (over 2/3)

Sit
Talk or hear
Use hands to type, handle paper, etc.
Drive a vehicle

Occasionally (under 1/3)

Stand or walk
Reach with hands and arms
Lift and/or move up to 25 pounds

Vision requirements include close, distance, color and peripheral vision, depth perception, and the ability to adjust focus.

Work Environment

The work environments described in preceding paragraphs represents those encountered while performing the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The noise level is usually low to moderate.

Comments

- Must Display the following:
 - Positive communication
 - Objectivity
 - Willingness to solve problems
 - Commitment to serve the County's best interests
- Must adhere to the applicable provisions of the Department Rules and Regulations, the Personnel Policy Manual, the Hardin County Administrative Code, the Kentucky Revised Statutes, and any other procedures, rules, regulations, and policies set forth by appropriate authorities
- Must maintain confidentiality
- Must be neat in appearance
- Must submit to and pass a thorough background investigation. This investigation may include inquiry as to credit history, morality, criminal records, medical records, and character of the applicant
- Must not have felony offense conviction or other crimes involving moral turpitude (misdemeanor convictions will be considered on an individual basis), and must remain free from felony convictions
- Must submit to the following:
 - Being fingerprinted
 - Pre-employment polygraph test and psychological suitability screening
 - Passing a pre-employment drug screening test, physical exam and audiogram
- Must be a citizen of the United States
- Must be 21 years of age or older

The above is intended to describe the general content of and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, requirements or responsibilities.

Date Approved: July 27, 2021
Status Box Change:


Harry L. Berry
Hardin County Judge/Executive

*E-911 Director
July 27, 2021
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Hardin County Government

Job Description

Non-Hazardous

Deputy E-911 Director

Pay Grade 15

STATUS	
Date: July 27, 2021	Department: E-911
FLSA Status: Exempt	Reporting Authority: E-911 Director
Supervisory Responsibility: Telecommunicator Shift Leaders, Terminal Agency Coordinator, Communication Training Officers	

Job Summary

This position assists in managing the day-to-day activities of Communications/Dispatch operations. The position identifies, recommends, and implements improvements and changes in the 9-1-1 public safety dispatch field and ensures proficiency, uniformity, and compliance with standard operating procedures. This position requires substantial judgment and discretion. He/She also supports and assists in the overall administration, management, planning, organizing, and staffing of the department and in the development, enforcement and implementation of policies, procedures and standards

Work is performed with minimum supervision requiring sound judgment, good leadership, initiative, constructive supervisory techniques, and with considerable latitude to develop new or improved techniques and methods of obtaining effective results and overcoming unusual problems

Major Essential Duties

Assists in the communications area and provide backup 9-1-1 dispatch coverage when required

- Serves as the Official Records Custodian for Hardin County E-911
- Responds to subpoenas and testifies in court regarding records related issues
- Researches and processes public disclosure and user agency requests for public records
- Prepares audible telephone and radio transmissions for release
- Maintains the Computer Aided Dispatch (CAD) system to include adding/deleting personnel upon hire or termination, maintaining sites, premises, nature codes and modules, and assigning unit numbers; works directly with the CAD vendor to troubleshoot or resolve problems or issues with the system
- Works closely with telephone companies providing ANI/ALI information and updates the MSAG database as necessary
- Schedules pre-employment testing and coordinates arrangements for new employee training
- Ensures proper functioning of assigned staff; effective planning and organization of workloads, scheduling, and assignments
- Maintains employee daily attendance records and prepares bi-weekly payroll report

- Prepares, maintains and updates confidential department and personnel files
- Provides the development, review, accuracy, currency, publication, and distribution of policy and procedures manuals, standard operating procedures (SOP's), training manuals, and related documents
- Keeps the reporting authority informed of significant items requiring review or action
- Evaluates employees under supervisory responsibility through observation, review of computer entries, and/or tape logs and provides positive feedback and constructive criticism as appropriate; and identifies and recommends improvements
- Monitors performance issues and concerns and discusses notable performance or performance concerns with the reporting authority
- Recommends, develops and implements program and policy changes relating to Communications and Dispatch operations
- Reviews and approves evaluations completed by trainers during introductory period
- Develops plans for achieving program objectives and operational goals, drafts, or modified procedures and guidelines as necessary to meet challenges, legal issues, and changes
- Analyzes, recommends, and implements policies, procedures, and standards for department-wide application to promote the efficient and effective operation of assigned functions
- Makes recommendations regarding disciplinary actions
- Responds, when directed, to the 9-1-1 Center in the event of disasters, catastrophic emergencies, and CAD system malfunctions

Minor Essential Duties

- Performs sensitive and confidential administrative duties
- Composes correspondence and reports; proofreads and edits correspondence, reports, or other written communications
- Researches, collects, analyzes, and compiles information for reports or other special projects and assignments
- Issues building/locker keys, uniforms, dispatch headsets, and employee ID cards and maintain receipt logs for each
- Organizes and maintains a records system for storing and retrieving office files and records
- Monitors and maintains inventory of equipment and supplies; ensures availability of adequate materials to conduct work activities

Qualifications

Education and/or Experience

- Graduate of an accredited high school or equivalent
- Associates Degree in Law Enforcement, Business or Public Administration, or related field is preferred
- Five (5) years of progressively responsible professional/administrative work experience related to the duties and responsibilities of this position, including three (3) years of management/supervisory experience; management experience in 9-1-1

emergency communications or public safety field is desired; or any equivalent combination of related education and experience which provides the applicant with the desired skills, knowledge, and ability required

- Minimum of two (2) years emergency dispatch experience required

Language Skills

- Ability to read, analyze, and interpret policies, procedures, professional publications, government regulations, financial reports, and legal documents
- Ability to respond to sensitive inquiries and complaints from employees, regulatory agencies, vendors and the public
- Ability to write reports and business correspondence, and policy and procedure documents
- Possess strong oral, written, and listening communication skills
- Possess a thorough understanding of and be able to communicate in the English language
- Ability to make effective presentations on complex topics to employees, public groups, business committee members, elected officials or other members of government organizations

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals
- Ability to compute ratio and percent, and to draw and interpret graphs
- Ability to apply concepts of algebra and statistics as needed

Reasoning Ability

- Ability to solve practical problems while dealing with several abstract and concrete variables
- Ability to interpret an extensive variety of complex technical and instructional information
- Ability to make decisions which serve the best interest of Hardin County and impact the areas over which authority is exerted
- Draw reasonable and logical conclusions from information which may be disjointed
- Ability to analyze situations thoroughly, identify potential problems, and find effective solutions

Certificates, Licenses, Registrations

- Must possess and maintain a valid motor vehicle operator's license
- Must have successfully completed the Basic Telecommunications Academy at the Kentucky Department of Criminal Justice Training Center at Eastern Kentucky University, Richmond, Kentucky, and complete all required annual in-service training to maintain certification within one year of hire
- Must possess NCIC/LINK certification and complete all required annual in-service training to maintain certification within one year of hire
- Must possess CPR/AED certification and complete required recertification training to maintain certification within one year of hire

- Must possess Emergency Medical Dispatch Certification (EMD) within one year of hire
- Must complete eighty (80) hour Leadership 911 training course provided by the Department of Criminal Justice Training Center at Eastern Kentucky University. Course should be completed within twelve (12) months of position appointment but may be extended based on class availability

Other Knowledge and/or Skills

- Knowledge of principles and practices of personnel management, including supervision, training, performance evaluation, and Telecommunicator training programs
- Ability to manage and accomplish multiple priorities and diverse responsibilities with a high level of accuracy
- Possess leadership qualities such as adaptability, flexibility, dependability, punctuality, and accountability through quick, effective responses to change
- Possess an ability to effectively monitor own progress and reassess change or adjust priorities
- Possess an ability to maintain a calm, professional demeanor in stressful situations and assist other staff in appropriately handling stressful situations
- Possess ability to think clearly and act promptly in emergency situations and under pressure
- Ability to type at a speed necessary for successful job performance and possess advanced computer skills as well as good hand-eye coordination
- Possess a thorough geographic knowledge of Hardin County, including cities, highways, landmarks, and surrounding areas

Physical Demands

The physical demands described represents those required to successfully perform the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing job duties, the employee could reasonably be expected to:

<u>Regularly (over 2/3 of regular work day)</u>	<u>Occasionally (under 1/3 of regular work day)</u>
Sit	Stand or walk
Talk or hear	Reach with hands and arms
Use hands to type, handle paper, etc.	Lift and/or move up to 25 pounds
Focus on computer screens	

Vision requirements include close, distance, color and peripheral vision, depth perception and the ability to adjust focus.

Work Environment

The work environment described in preceding paragraphs represents those encountered while performing the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The noise level is usually low to moderate.

Comments

- Must Display the following:
 - Positive communication
 - Objectivity
 - Willingness to solve problems
 - Commitment to serve the County's best interests
- Must adhere to the applicable provisions of the Department Rules and Regulations, The Hardin County Government Personnel Policies and Procedures Manual, the Hardin County Administrative Code, the Kentucky Revised Statutes, and any other procedures, rules, regulations, and policies set forth by appropriate authorities
- Must be neat in appearance
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- Must have and maintain a telephone at own expense
- Must submit to and pass a thorough background investigation, which may include the following: credit history, morality, criminal records, medical records, character of the applicant
- Must not have been convicted of a felony offense or other crimes involving moral turpitude (misdemeanor convictions will be considered on an individual basis) and must remain free from felony convictions
- Must submit to the following:
 - Being fingerprinted
 - Pre-employment polygraph test and a psychological suitability screening
 - Passing a pre-employment drug screening test, physical exam and audiogram
- Must be a citizen of the United States
- Must be 18 years of age or older

The above is intended to describe the general content of and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, requirements or responsibilities.

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Harry L. Berry
Hardin County Judge/Executive