

**HARDIN COUNTY FISCAL COURT
RESOLUTION NO. 2024-117**

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

1. E-911 Director

APPROVED, by the Hardin County Fiscal Court in its regular meeting on 11 June 2024.



Keith L. Taul
Hardin County Judge/Executive

ATTEST:



Brian D. Smith
Hardin County Clerk

Hardin County Government

Job Description

Non-Hazardous

E-911 Director

Pay Grade 23

STATUS	
Date: June 11, 2024	Department: E-911
FLSA Status: Exempt	Reporting Authority: Judge/Executive
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 five (5) years of 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

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
- 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 maintain certification
- Must possess Emergency Medical Dispatch Certification (EMD) within one year of hire

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: June 11, 2024
Status Box Change:



Keith L. Taul
Hardin County Judge/Executive