

RED RIVER REGIONAL DISPATCH CENTER

POSITION DESCRIPTION

POSITION TITLE: Assistant Director

ACCOUNTABLE TO: Director of Red River Regional Dispatch Center

Primary Objective of Position

Assist the Director with planning, developing, coordinating, and managing all aspects of the Red River Regional Dispatch Center that provides public safety emergency and non-emergency dispatch services for the Public Safety agencies in Cass County, ND and Clay County, MN including the cities of Fargo, ND, West Fargo, ND and Moorhead, MN.

Essential Functions and Responsibilities

Assist the Director with the preparation and administration of the Center's annual budget and audit.

Process all invoices and prepare purchase orders for the acquisition of equipment and supplies in accordance to the Fiscal Services Agreement.

As required oversee a highly technical and complex set of changes to the Center's employee's benefit packages to include, but not limited to health insurance, dental insurance, life insurance, and retirement plans. Work with benefit providers on changes and updates on the benefit plans.

Responsible for the accurate reporting of all payroll accounts and reports.

Assure adequate staffing and personnel scheduling needs are met within the Center. Initiate hiring processes when required.

Receive complaints related to personnel matters, call taking, and dispatch issues from the public and participating public safety agencies and assure that the complaints are thoroughly investigated, tracked, and followed up in an appropriate manner.

Assist the Director as a liaison to the Red River Regional Dispatch Center Authority Board, participating public safety agencies, and local elected officials for planning and implementing projects and programs, resolving problems, soliciting feedback, and assuring quality service. This may involve attending meetings and special events during the work day and "after-hours" when necessary. It may also involve representing the Center on various boards and committees.

Assist the Director with hiring, training, employee relations, personnel evaluations, developing performance improvement plans, and disciplinary recommendations.

Working knowledge of Computer Aided Dispatch (CAD), the Records Management System (RMS), telephone, FAX, and other equipment in the Center, with the ability to perform basic trouble-shooting, contact appropriate personnel to handle more involved repairs, and implement back-up systems when necessary.

Develop programs and services related to research, grant writing, grant management and program evaluation.

Develop dispatch protocols, Center policies and procedures, to assure efficient and effective operations.

Build awareness among area residents regarding the Red River Regional Dispatch Center, the 911 system, and public safety communications issues through special programs, educational efforts, public awareness campaigns, and interaction with the news media.

Perform additional duties as assigned or required of the position.

Supervisory Responsibilities:

Oversee the direct supervision of the Shift Supervisors, part-time personnel and/or interns. Assist the Director in the hiring, promotion, and termination processes of all employees.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Qualifications

Education and Experience

- (A) Associates Degree in Business, Human Resources or relevant technical field
 - (B) Minimum of five years working in a Communications Center and at least two years of which have been at a supervisor or management level
 - (C) Strong written and verbal skills, proficient in use of Microsoft Office products, CAD/RMS systems and PSAP equipment
- OR
- (D) An equivalent combination of education and relevant management experience

Desirable Qualifications

- (A) Bachelor's Degree
- (B) Emergency Number Professional (ENP) through the National Emergency Number Association (NENA)
- (C) Center Management Certification through the Association of Public Safety Communications Officers (APCO)

Other Knowledge, Skills and Abilities

Ability to read and interpret documents such as safety rules, operating and maintenance manuals, technical and procedure manuals, ordinances and policies, laws, rules and regulations.

Ability to prepare reports and correspondence.

Ability to maintain records, complete forms, and prepare reports.

Ability to communicate effectively verbally and in writing.

Ability to establish and maintain effective working relationships with public safety officials, employees, supervisors, contractors, vendors, and the general public.

Ability to effectively give and follow verbal and written instructions.

Ability to make arithmetic computations using whole numbers, fractions and decimals. To compute rates, ratios and percentages.

Ability to prepare and administer a department budget.

Comprehensive knowledge of principles and procedures used in business administration, business management, and modern records management.

Thorough knowledge of research methods.

Ability to prepare, organize and maintain law enforcement data, reports and systems.

Skill in operating the necessary tools and equipment, such as personal computer (including word processing, spreadsheet, database software).

Ability to understand complex interoperable radio systems, complex computer hardware and software, telephone systems and their integration into the emergency response functions.

Ability to act in a decisive manner, using good judgment.

Ability to appropriately handle stressful situations.

Ability to effectively prioritize and make sound decisions.

Ability to handle multiple tasks and projects.

Ability to train and supervise employees using Human Resource management skills.

Understanding of Public Safety operations.

Experience with vendor and contract management.

Strategic planning and project management experience and skills.

Special Requirements:

Must pass an extensive criminal background investigation

Must pass pre-employment psychological, medical and drug screening tests

Physical Requirements and Work Environment

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. 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 frequently required to sit and talk or hear; use hands and fingers to handle or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and the ability to adjust focus. The noise level in the work environment is usually quiet.

The employee must be able to think, reason, and analyze multiple issues for extended periods of time. The employee must be able to function in stressful situations.

Employment Agreements:

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.