

RED RIVER REGIONAL DISPATCH CENTER

POSITION DESCRIPTION

POSITION TITLE: Director

ACCOUNTABLE TO: Red River Regional Dispatch Center Board of Authority

Primary Objective of Position:

Perform a variety of routine and complex administrative, supervisory and professional responsibilities in providing 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 with regard to the planning, organizing, coordinating and managing the Red River Regional Dispatch Center.

Essential Functions and Responsibilities:

Develop, implement, and manage the Center's budget, forecast future budgeting and capital improvement needs. Assist in the annual audit. Research and develop potential for additional revenues through grant funding.

Determine the agency's priorities and prepare long range strategic action plans and objectives.

Responsible for establishing effective policies and procedures to oversee the efficient management and operations of the Center. Work with the Board of Authority sub-committees that oversee these policies and procedures.

Create and maintain a professional, high-performing working environment, taking disciplinary action as needed to maintain that environment.

Ensure the high level of operational effectiveness and maintenance of equipment, hardware and software at both the primary and backup dispatch centers.

Review, evaluate and develop department staff training to effectively ensure quality public safety communications service and the compliance with Federal, State, County and City training requirements.

Develop and prepare routine and complex query reports as requested.

Prepare statistical and analytical reports and applications in accordance with the legal requirements for compliance with federal, state, county and city policies.

Ensure compliance with all applicable local, state and federal guidelines and laws as they apply to public safety answering points.

Establish procedures to audit, monitor and evaluate activities for effective management of the Center.

Serve as the Program Manager for the region-wide Public Safety software implementation, support, maintenance, and as chairperson for the Public Safety Steering Committee.

Take an active role in local, state, and national, agencies associations and conferences to include serving on pertinent committees and governing bodies.

Work with local and state agencies on issues pertinent to PSAP operations.

Monitor proposed and pending local and state legislation related to emergency communications. Be able to testify when necessary.

Monitor the center's performance to ensure services are being provided that meet each member agency's dispatch standards.

Liaison with all public safety agencies in Cass and Clay counties regarding emergency communications issues. Attend meetings as required.

Review the Center's performance to ensure quality assurance measures are being implemented for the public safety communications .

Prepare the agenda for all Board of Authority meetings. Serve as support staff to the Board members.

Perform other duties as assigned. Assume additional responsibilities as apparent and as directed to ensure efficient department operation.

Supervisory Responsibilities:

Oversee the direct supervision of the Assistant Director and Radio Systems Coordinator. Responsible for the hiring, promotion, and termination processes of all employees.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform previously listed essential functions and responsibilities satisfactorily.

The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Qualifications:

Education and Experience

- (A) Minimum of a four year BS/BA degree, and

- (B) Two (2) years of management experience working with the Emergency Communications Systems including supervision,
- OR
- (C) Five (5) years of experience working in a Public Safety Answering Point environment in an administrative role.
- (D) An equivalent combination of education and relevant management experience.

Desirable Qualifications

- (A) Master'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)
- (D) Registered Public Safety Leader (RPL) through the Association of Public Safety Communications Officers (APCO)

Special Requirements:

Must pass an extensive criminal background investigation

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

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.

Physical Demands:

The physical demands 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 for extended periods of time; 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 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.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typically quiet.

Employment Agreements:

This 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.