



VACANCY ANNOUNCEMENT

KNOX COUNTY EMERGENCY COMMUNICATIONS DISTRICT EXECUTIVE DIRECTOR

SALARY RANGE: \$120,000-\$150,000/annually

Starting salary will be determined based upon applicant qualifications and in accordance with Knox County Emergency Communications District policies and regulations.

JOB DESCRIPTION

This is a management and administrative position responsible/accountable for the complete administration of a large, highly technical, centralized dispatch/telecommunications emergency organization. This position requires executive level responsibility for a public safety administration that develops and directs all aspects of the Knox County Emergency Communications District.

PREFERRED REQUIREMENTS

- Bachelor's Degree from an accredited college or university in, or related to, public safety and a minimum of 7 years of professional work experience and training inside a PSAP (Public Safety Answering Point) call center supporting police, fire, and medical services;
- OR
- Master's Degree from an accredited college or university in, or related to, public safety and a minimum of 5 years of professional work experience and training inside a PSAP (Public Safety Answering Point) call center supporting police, fire, and medical services;
- AND
- a minimum of 3 years of experience in a management or command position within a single agency or system; and
- a minimum of 1 year of experience in a supervisory capacity.

TO APPLY

www.knoxvilletn.gov/jobs

To apply, please send a cover letter, resume, and completed Training & Experience Questionnaire to:
mbfoster@knoxvilletn.gov

Or

Melissa Foster, Civil Service Office
City County Building, Suite 569
400 Main Street
Knoxville, TN 37902

Applications should be submitted no later than **Thursday, May 16, 2019.**

Note: Background checks and psychological testing will be conducted.

AN EQUAL OPPORTUNITY EMPLOYER/DRUG FREE WORKPLACE

Knox County Emergency Communications District does not discriminate on the basis of race, color, creed, national origin, sex, religion, age, veteran status, disability, gender identity, genetic information, or sexual orientation in employment opportunities.

Knox County Emergency Communications District
JOB DESCRIPTION
EXECUTIVE DIRECTOR



DATE: January 2018
REPORTS TO: 911 Board of Directors
PAY GRADE: \$120,000-\$150,000

JOB SUMMARY

This is a management and administrative position responsible/accountable for the complete administration of a large, highly technical, centralized dispatch/telecommunications emergency organization. This position requires executive level responsibility for a public safety administration that develops and directs all aspects of the Knox County Emergency Communications District.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individual may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Oversees every aspect of the 9-1-1 System and its employees.
- Acts as a staff liaison to the Board of the Emergency Communication District of Knox County; reports progress on projects, resource utilization and general performance; and provides reports as needed, both written and oral.
- Responsible for the development of the annual budget and for management of the budget in coordination with the Board; establishes controls to stay within budget limits.
- Responsible for long and short term planning for operations. Develops plans and strategies for equipment and upgrades to the 9-1-1 systems. Develops and recommends annual goals to the Board.
- Plans and oversees implementation of training and development for employees.
- Serves as a liaison between the Board and affiliated organizations (e.g., Knox County Sherriff's Department, Knoxville Police Department, Knoxville Fire Department, EMS organizations, aeromedical service organizations, contracted fire service organizations, telephone companies, etc.).
- Develops, implements, and monitors policies and procedures for the daily operations of the Emergency Communications Center. Maintains a procedure manual for operations.

- Coordinates with State and Federal agencies to meet all requirements for the E-911 system.
- Responsible for procurement and selection decisions to ensure they are consistent with government rules and regulations and established organizational policies.
- Responsible for all internal and external complaints.
- Responsible for technical aspects of the E-911 system to include effective and efficient use of the 800 megahertz & microwave telecommunications systems with enhanced E-911 features and capabilities, as well as computer aided dispatch, phone, and operating and network systems, as related to PSAP communications.
- Develops, coordinates, and monitors the use of a computer phone system that routes all emergency calls to the proper jurisdiction or public safety answering point (PSAP).
- Responsible for the accuracy and completeness of the Master Street Address Guide (MSAG) and GIS for CAD. Must develop a continuing process to ensure that the data base is maintained in a current status for use by all emergency services and the State of Tennessee.
- Makes procurement recommendations for acquisition of outside communication systems and/or related services required to meet the needs of the Emergency Communications Center; reviews bid specifications for the purchase of equipment and equipment modifications.
- Meets with User Groups to include representatives from offices of the Sherriff, Police, Fire, and EMS departments.
- Responsible for public outreach. Develops a public awareness program to inform citizens of the use of the E-911 system; develops a system to provide assistance to the public on the uses and operation of the E-911 system.
- Plans, coordinates, and directs public relations activities and news releases as needed.
- Monitors new developments within the communications industry and recommends updates to the system as enhancements are developed.
- Performs other tasks as assigned.

CUSTOMER SERVICE

This position is responsible for providing excellent customer service to members of the general public and public safety employees. Personal contact occurs with other employees of the unit, employees of other agencies, elected officials, citizens, and customers of the district. Service is provided in person, by email, or by telephone contact.

SUPERVISION

The director is responsible for directly and regularly supervising all 9-1-1 employees through the utilization of subordinate supervisor/s. This includes providing proactive leadership as well

as assigning, directing, evaluating, and reviewing work of supervisors and subordinate employees. Responsibilities include providing on-the-job training, evaluating job performance, recommending selection of new staff members, promotions, status changes, discipline and planning, scheduling, coordinating work operations, and setting the daily priorities of managing emergency communications and response.

EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Preferred Education and Experience

- Bachelor's Degree from an accredited college or university in, or related to, public safety and a minimum of 7 years of professional work experience and training inside a PSAP (Public Safety Answering Point) call center supporting police, fire, and medical services;
- OR
- Master's Degree from an accredited college or university in, or related to, public safety and a minimum of 5 years of professional work experience and training inside a PSAP (Public Safety Answering Point) call center supporting police, fire, and medical services;
- AND
- a minimum of 3 years of experience in a management or command position within a single agency or system; and
- a minimum of 1 year of experience in a supervisory capacity.

KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

- Ability to read, analyze, and interpret the most complex documents and legislation.
- Ability to respond effectively to the most sensitive inquiries or complaints.
- Ability to write speeches and articles using original and innovative techniques and style.
- Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and boards.
- Ability to teach a class to a group of 1-30.
- Ability to write reports or articles for publication, business correspondence, and concise monthly reports.
- Ability to work effectively with persons and groups in complex situations; possess strong communications skills, oral and written.
- Ability to plan and organize the operation of the department.
- Ability to make short and long range plans and projections regarding 9-1-1 budget issues.
- Ability to make short/long range plans and projections about 9-1-1 technology and trends.
- Ability to research FCC regulations, Federal laws, State statutes and governmental rulings to ascertain operating parameters for 9-1-1.
- General knowledge of 9-1-1 and radio systems and operations.
- General knowledge of communications and administrative procedures.
- Ability to coordinate between various jurisdictions and emergency service providers.

- Ability to remain calm in stressful situations.
- The ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and consider larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL REQUIREMENTS

While performing the duties of this job, the individual will occasionally be required to stand, climb or balance, stoop, kneel, or crouch; will regularly be required to walk and sit; will frequently be required to use hands to finger, handle, or feel; reach with hands and arms; talk or hear. No special vision requirements.

MENTAL REQUIREMENTS

This position uses logic and/or scientific thinking to define problems, collect information, establish facts, draw valid conclusions, devise and implement policies and regulations, and to manage and coordinate multiple programs or projects.



E-911 Executive Director Training and Experience Questionnaire



The purpose of this questionnaire is to obtain detailed information about your training, education, and work experience as it relates to specific tasks that are important to the job of E-911 Executive Director. The information you provide will be evaluated by job experts to determine if you meet the minimum training and experience requirements for this job and the extent to which you possess certain essential task experiences that are required for successful job performance. For this reason, you are encouraged to be as complete and accurate as possible in the completion of this questionnaire.

Section 1 of this questionnaire deals specifically with the preferred minimum qualifications for this position. **Section 2** deals with your background as it relates to various job tasks associated with this position; it consists of specific questions about your background in each area. Please read the instructions for each section carefully. Make sure you understand what information you are being asked to provide. Please attempt to limit your narrative responses to the space provided. However, if you do need more space, attach additional sheets and follow the same general format as in the questionnaire. **YOU MUST TYPE OR PRINT LEGIBLY USING ONLY BLACK INK.**

Section 1: Preferred Minimum Qualifications

Instructions: For each item that follows, place a check mark in the box next to the appropriate response. Then, provide the support information requested directly below the item.

- Do you possess a Bachelor's Degree or a Master's Degree from an accredited college or university in, or related to, public safety? YES NO

Degree	Major	Date Conferred / # of Semester Hours	Name of College or University

- How many years of professional work experience and training inside a PSAP (Public Safety Answering Point) call center supporting police, fire, and medical services do you possess? _____ Years

Please list positions you have held where you gained this experience:

Your Job Title	Supervisor's Name	Employer	Length of Employment	Employer's Phone #

3. Do you have a minimum of 3 years of experience in a management or command position within a single agency or system? YES NO

Please list positions you have held where you gained this experience:

Your Job Title	Supervisor's Name	Employer	Length of Employment	Employer's Phone #

4. Do you have a minimum of 1 year of experience in a supervisory capacity? YES NO.

Please list positions you have held where you gained this experience:

Your Job Title	Supervisor's Name	Employer	Length of Employment	Employer's Phone #

Section 2: Work Experience

Instructions: A series of questions related to your training and experience follow. Answer each question as completely and accurately as possible. When describing your background, give job-related examples of your experiences as it relates to the specific function.

The following EXAMPLE illustrates how to complete this section.

EXAMPLE DEFINITION: How would you apply effective disciplinary procedures and techniques and train subordinates in a variety of areas in order to improve performance.

I was recently assigned as the new supervisor of a work unit that had been experiencing a number of problems ranging from low productivity and low morale to serious interpersonal conflicts among coworkers. My responsibility was to incorporate any changes necessary to eliminate the interpersonal conflicts, which existed, and to bring about improvement in both the productivity and morale of the work unit. Through a team approach and by implementing a variety of supervisory controls, which had not previously existed, I was able to implement appropriate changes and significantly improve the performance of this work unit. I directly supervised the activities of my subordinates in the performance of their assigned duties to ensure adherence to established procedures, policies, rules and regulations. When necessary, I initiated appropriate corrective action (e.g. training, oral reprimands, disciplinary action, etc.). I worked closely with my subordinates and gave advice and/or suggestions for work improvement as needed. I took steps to maintain order and control of my subordinates, and counseled them regarding work and/or personal problems, improper/unprofessional conduct, etc. I continually monitored and evaluated subordinates' work performance and conducted formal performance appraisals as required. I was able to implement procedures to effectively handle interpersonal conflicts among the coworkers in the work unit. This helped resolve most of the low productivity and low morale problems the unit was experiencing as evidenced by a 45% increase in product output by this unit over a one year time period.

1. What direction do you think the future technology of emergency communications is headed and how would you keep up with its growing advancements? What is your current knowledge or involvement in implementing technology solutions ?

2. What experience have you had dealing with a large departmental budget? Describe your experience reading and interpreting financial reports.

3. As the Emergency Communications Executive Director you will serve as a liaison with the Board, affiliated organizations and employees. Describe your communication style and experience and how you would deal with these different types of groups?

4. Describe your communication experience when dealing with the media and community members? How would you handle criticisms or questions from the media and community members?

5. Describe (in detail) the most significant achievement, accomplishment, or work project you have completed that required you to supervise the work of others. What challenges did you face and what did you do to overcome them?

6. What makes you the best candidate for this position?

**Please submit this with your application materials.
Thank you.**