

**TAMA COUNTY  
911 DIRECTOR  
JOB DESCRIPTION**

**SUMMARY**

This position is responsible for the administration of the 911 Office in Tama County. The employee is under general supervision of the Tama County 911 Board and under day-to-day supervision of the Tama County Sheriff or designee.

This position will work closely with Law Enforcement, Ambulance, Fire and Rescue and Emergency Management personnel to ensure the highest quality of emergency services are provided to Tama County. This position requires a high level of responsibility, flexibility, attention to detail, the ability to work well with other offices on the county, state, and federal level and the ability to maintain privacy and confidentiality in a 24hr/7day operation.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

- Create and maintain an enhanced 911 service plan and the Tama County 911 Service Board Bylaws.
- Adhere to and be completely knowledgeable of Chapter 34A Code of Iowa and Section 605, Chapter 10, Iowa Administrative Code.
- A system will be developed to maintain the working integrity of the dispatch center by cross-training personnel.
- Maintains ongoing contact with telephone exchanges providing 911 Services for database updates daily and maintain accurate 911 records. Maintain contact with wireless providers and verify and assign tower addresses as necessary. Audit changes for accuracy, completeness and consistency. Current landline records, VoIP and any wireless (cell phone) lines.
- Maintains accurate ESN's (Emergency Service Zone Numbers) and MSAG's (Master Street Address Guide in a timely manner.
- Submits accurate and timely updates to the State of Iowa and mapping vendor of GIS data, ALI data and MSAG data and any other data as required.
- Responsible for day-to-day functions of verifying emergency service zone numbers, assign house numbers, process Master Street Address Guide, accurately maintain 911 database. Maintains and upgrades all software & hardware in the Communications Center including 911 equipment, telephone equipment and mapping equipment. Works with vendors and dispatch center to resolve equipment issues.

- Inform Dispatchers on new training, procedures, software and equipment that is used in handling emergency 911 calls.
- Complete all County, State and Federal reports in a timely and complete manner as required by Code or as requested by those agencies.
- Prepares and manages the 911 budget. Responsible for presenting and submitting the budget to the Tama County 911 Service Board and submitting said budget to the Tama County Board of Supervisors, the Department of Management, Iowa Homeland Security & Emergency Management and the Tama County Auditor.
- Assigns new 911 addresses in Tama County unincorporated areas and some cities in Tama County. Responsible for enforcing Tama County sign ordinance; makes new 911 signs as needed.
- Educates the public on the proper use of the 911 system.
- Pays 911 bills and maintains records of such and deposits revenue with Tama County Treasurer.
- Analyze expenditures and receipts at least monthly to ensure the budget is not exceeded.
- Assist Sheriff's Office Communications with 911 policy development and Criminal Justice Information System security to ensure the 911 communications center operates efficiently.
- Obtains/maintains the appropriate licenses to be in compliance in operating a drone.
- This job description is not meant to be all-inclusive, and the employee may be required to perform other duties as needed or as assigned. The employee must be able to adapt to a rapidly changing 911 environment and stay current with Next Generation (NG) 911 standards.
- Scheduling meetings, scheduling meeting rooms, creating Board meeting agendas, creating minutes of the meetings and other related tasks for the Board.
- Prepare press releases and budget forms for the local newspaper.
- Keep the Tama County 911 Service Board up-to date on all aspects of how 911 is operating and on the financial status of the 911 program

#### **KNOWLEDGE, SKILLS, SKILLS, ABILITIES AND OTHER CHARACTERISTICS**

- Communicates clearly and maintains an effective working relationship with all levels of the State, the County, Cities, the Community and the Public and asks questions or seeks direction from the appropriate sources when needed.
- Must be proficient in Windows Operating System, Microsoft Office. Working knowledge or degree in GIS, i.e. ESRI/ArcView & Auto Cad. Must have ability to solve problems and learn communication and computer interfaces.
- When possible, would locate resources for local, state and federal grant applications, complete grant applications and administer approved grant funding.
- Has the willingness and flexibility to continually learn new regulations, procedures, equipment and systems and has the ability to train others. These may be County, State, Federal regulations and NENA and Post Office standards.

- Has excellent problem-solving skills in stressful emergency situations and can react quickly and accurately to the situation.
- Can work in a supervisory capacity and work as a team with other emergency services.
- Supervise dispatchers, build and maintain the dispatchers work schedule, support training opportunities, document and discipline employees as needed in accordance with the Tama County Employee handbook.
- Has the technical knowledge of emergency procedures and documentation required by state and federal regulatory agencies, most notable of which is Iowa Homeland Security and Emergency Management.
- This position reports directly to the Tama County 911 Service Board.

## MINIMUM REQUIREMENTS

Must possess an associate's degree in a related field or 3 years education, training or experience in related field. Preference will be given to applicants with a GIS degree, ESRI experience, or IT experience.

- Must possess a valid driver's license at the time of hire and maintain it throughout the course of employment.
- A vehicle will be provided for 911 business. The use of the vehicle will be in accordance with the Tama County Employee Handbook.
- Must reside in Tama County or have a 30-minute response time to the Tama County Sheriff's Office in Toledo.
- Must be able to respond to an emergency situation other than regular working hours, i.e. nights, weekends, holidays.
- United States citizenship and at least 18 years of age.
- The employee must maintain a clean criminal history. If the employee is found guilty of a criminal offense during employment with Tama County, it can be grounds for termination.
- The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

## PHYSICAL REQUIREMENTS

- Work is performed indoors and may be outdoors and may require some extended periods of sitting, standing, kneeling, bending, crouching, reaching, stooping, twisting and climbing.
- Must have the ability to lift and carry 10 lbs. - 30 lbs. occasionally.
- Must have the ability to effectively operate and utilize a computer, GPS and any other equipment that is used to perform the essential duties and responsibilities of the job.

- Must be able to work longer hours on emergencies or projects as needed. This is an on-call 24/7 position.
- This job description is not an all-inclusive list of duties and/or skills and is not to be considered a contract of employment.

## OTHER

- The person considered for this position will be submitted to a pre-employment physical and drug test and is subject to a thorough background check to include fingerprinting and a criminal history check.
- This person shall read, acknowledge and sign a copy of the Tama County Employee Handbook.