



Job Posting

Agency: Lorain County 911 Dispatch Center
Dept./Div.: Administration
Position Title: Director

FLSA Status: Exempt
Civil Service Status: Unclassified
Reports To: Board of Commissioners
Employment Status: Full-Time

The Lorain County Commissioners Human Resources Department is now accepting applications for the position of the Director, Lorain County 911 Center.

Position Overview

Under administrative direction performs a variety of routine and complex duties in the administration and operations of the Lorain County 911 communications center.

Essential function:

- Provides supervision to communications staff, including scheduling, training and coordinating the work of other dispatch personnel;
- Oversees dispatch communications equipment to ensure all systems are in working order, notifies appropriate personnel as repairs are needed;
- Manages the 911 system contracts and coordinates with state and local agencies;
- Provides leadership and training to other employees to increase their skills in assigned functional area, actively works towards understanding all functional areas in the department.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Consistently advises the Administrator of critical or sensitive issues affecting the department and County;
- Analyzes information, statistics, and reports on departmental activities in order to determine service needs, availability of resources, and proper deployment of staff throughout the shift;
- Operates ACIC and NCIC criminal data information systems through the ACJIS system.
- Performs other duties of a similar nature as assigned.

Supervisory functions:

- Supervises sister agency, Emergency Management Operations, in the absence of its Director.
- In collaboration with the Human Resources Department, recruits, interviews, hires, and trains new staff in the department.
- Implement strategies to coordinate programs and the roles and responsibilities of staff.
- Oversees the daily workflow of the department.
- Provides constructive and timely performance evaluations of staff members.
- Handles discipline of employees in accordance with CBA (if applicable) and County policy.

Preferred qualifications:

- Experience in a union environment highly preferred.

Knowledge, Skills and Abilities:

- Ability to draw out needed information from persons involved in all types of emergency situations;
- Ability to complete preventative maintenance and testing duties on radio, telecommunications, alarm and data processing equipment;
- Ability to handle multiple tasks at any given time and to prioritize activities according to emergency needs;
- Ability to handle confidential information with tact and discretion;
- Knowledge of modern law enforcement and fire code principles, procedures, techniques, and equipment. Considerable knowledge of public safety communications, operations, rules, and regulations.
- Knowledge of the County's geography.

Education:

- Bachelor's degree in Public Administration, Communications, Computer Science or related field required.
- Five (5) years of experience as an Emergency Services Dispatcher position, three (3) at the Director level required or progressively responsible experience; or an equivalent combination of education and experience.

Equipment/Tools Used:

Police and Fire radio console and all related technology and equipment, personal computer, software that may include word processing and specialized software, phone, fax machine and copy machine.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must be able to frequently sit, walk, stand, bend, kneel, stoop, reach and lift, push or pull and use manual dexterity needed to operate a computer, telephone and radio and remain in a stationary position, answer phone calls, and perform data entry and/or keyboarding for the duration of an 8 hour or 12 hour shift. Must be able to accurately and effectively communicate (hear, talk and comprehend) over the phone, radio, in person and in writing. Must be physically capable of working rotating day and night shifts 24/7, day and night, rotating shifts.

Work Conditions:

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.

Work is performed primarily in an office setting. The noise level in the work environment is usually moderately quiet however and interruptions frequently occur. Must be available to work rotating shifts including days, afternoons, nights; weekends and holidays may be required to meet operational needs.

How to Apply:

Submission of the County Employment Application and resume is required. Applications will be accepted electronically by submission to Human Resources, hr@loraincounty.us or by mail or hand delivery to Lorain County Administration Building, 226 Middle Avenue, Elyria, Ohio 44035.

Lorain County is an equal opportunity employer and will make reasonable accommodations for qualified applicants with disabilities.