

**Bartholomew County 911  
Standard Operating Procedures**

Section: 1.03

Section Name: General Policies

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**Director- Job Description**

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Revised 4-3-13

**POSITION:** Director  
**DEPARTMENT:** Emergency Operations 911 Center  
**JOB CATEGORY:** PAT (Professional, Administrative, Technological)  
**STATUS:** Full-time  
**FLSA STATUS:** Exempt

**To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this manual 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.**

Incumbent serves as Director of the Emergency Operations Center, responsible for developing and administering emergency response procedures applicable to the E911 Center, and other emergency procedures as directed by the Bartholomew County Commissioners.

**DUTIES:**

- Directs the administration and operation of the Public Safety Communications Center, which includes Emergency 911 (E911), Emergency Medical Dispatch (EMD) and Computer Aided Dispatch (CAD) systems.
- Supervises and directs assigned personnel, including interviewing applicants, hiring, scheduling and making work assignments, evaluating performance, providing initial orientation and training, providing corrective instruction, carrying out formal discipline, and terminating as necessary.
- Directs the in-service training of Department personnel, assessing training needs and scheduling classes and schools, developing and revising training manual, administering validated tests, maintaining training records and assures certifications of all personnel are current.
- Develops and implements a quality assurance program stipulating the proper protocol in responding to medical, police and fire calls. Develops and revises department standard operating policies and procedures, as needed.
- Responds to inquiries and complaints regarding Department operations and personnel, and periodically speaks to community groups regarding Department operations as requested.
- Prepares and administers Department budget, including authorizing expenditures for payroll, supplies and equipment as needed.
- Monitors and updates radio and tower licensing for base stations and frequencies as required, Coordinates repair and updating of both City and County radio systems.

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- Ability to effectively receive and dispatch calls requiring emergency and informational assistance and ability to take authoritative action as situations demand.
- Ability to condense large amounts of information into coherent typed remarks, and to use and understand a variety of acronyms and codes.
- Working knowledge of and ability to read maps, use emergency code terminology, and clearly and calmly respond during stressful situations.
- Ability to type with speed and accuracy and properly use all equipment, including radio console, IDACS and Department computer, fax machine, E-911 system, intercom phone and Telecommunications Device for the Deaf (TDD).
- Working knowledge of Standard English grammar, spelling and punctuation, and ability to appropriately receive, maintain, and log all radio traffic information. Ability to maintain confidentiality of Department information and reports as required.
- Ability to establish priorities and accomplish multiple tasks in a limited time.
- Ability to work irregular and/or extended hours as required. Ability to serve on 24-hour call and respond swiftly, rationally, and decisively to emergency situations.

**DIFFICULTY OF WORK:**

- Incumbent's duties are broad in scope, involving many variables or considerations. Incumbent operates within well-established guidelines, exercising independent judgment in supervising and directing personnel and managing Department Operations.

**RESPONSIBILITY:**

Director is responsible for authoritatively interpreting and applying Department policies and practices to a variety of unrelated cases and circumstances. Incumbent discusses unusual situations with Commissioners and the 911 Advisory Board as needed. Incumbent' work is primarily reviewed for compliance with Department policies and procedures.

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**PERSONAL WORK RELATIONSHIPS:**

- Incumbent maintains frequent contact with a wide variety of individuals, including Department and other County and City personnel, other law enforcement and public safety agencies, personnel and resolving problems. Incumbent periodically engages in non-routine contact with callers requesting emergency assistance in situations that may jeopardize public safety.
- Incumbent reports directly to the Board of Commissioner's
- Serves as Systems Manager for the OSSI Sungard CAD system, including performing minor repairs on computer network and hardware, directing backup procedures of data files and voice logging systems and coordinating installation of upgrades, and troubleshooting system problems.
- Serves as Systems Manager for the Everbridge Emergency Notification System, including minor updates with the network.
- Serves as a member of the Ambulance Oversight Committee that works closely with the Columbus Regional Hospital and Columbus Fire Department overseeing the EMS operations and its effectiveness within Bartholomew County.
- Maintains and compiles data, prepares and submits various reports as required, such as operations, financial, personnel and annual Department budget. Keeps Commissioners and IDACS/911 Advisory Board fully advised on all aspects of the communications center.
- Provides the Statewide 911 Board with budgetary as well as requested operational data as it impacts the funding from the state to the county funding levels.
- Periodically attends state/national meetings and prescribed training programs for certifications in specialized areas.
- Serves on 24-hour call for emergencies.
- Performs related duties as assigned.

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**JOB REQUIREMENTS:**

- High school diploma or GED, with a minimum of four years experience in the area of Emergency Medical or Public Safety required. Prefer an Associate's degree or equivalent training and experience in Public Administration.
- Ability to acquire/maintain required certification, which may include one or more of the following IDACS/NCIC computer systems, and CPR.
- Thorough knowledge of and ability to make practical application of the customary practices, procedures, rules and regulations of the Department, and the County personnel policies and budgetary/fiscal procedures and practices.
- Ability to meet all Department hiring and retention requirements, including incumbent not posing a direct threat to the health and safety of other individuals in the work place.
- Ability to supervise and direct assigned personnel, including interviewing applicants, hiring, scheduling and making work assignments, evaluating performance, providing training and corrective instruction, carrying out formal discipline, and terminating as necessary.
- Practical knowledge of area law enforcement, EMS and fire demands, and ability to physically perform the essential duties of the position, including sitting for long periods with little or no opportunity for breaks during shift.
- Ability to effectively listen, comprehend, communicate with the public, other official, and agencies during varied emergency situations, including being sensitive to professional ethics, gender cultural diversities and disabilities.
- Ability to plan and layout assigned work projects, and prepare and make public speaking presentations.

**PHYSICAL EFFORT AND WORK ENVIRONMENT:**

Incumbent performs duties in a standard office environment with no unusual physical demands. Incumbent is periodically exposed to stressful situation associated with emergency requests for assistance.