

NEW CASTLE COUNTY GOVERNMENT

Number 1060

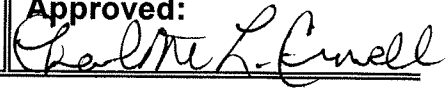
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CLASS SPECIFICATION

Date 04/18/06

Title: CHIEF OF EMERGENCY COMMUNICATIONS

Approved:



GENERAL STATEMENT OF DUTIES: Directs and manages the overall activities of the County's emergency communications activities to ensure quality service in all areas to the citizens of New Castle County; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs highly responsible managerial work in establishing, directing, coordinating, and maintaining all emergency services activities for the County, including a highly sophisticated multi-jurisdictional, multi-agency, County-wide computer-aided 9-1-1 emergency communications system. The work is at a managerial level and involves a variety of functions related to planning, directing, administering, and coordinating the overall activities of the County's emergency services in accordance with accepted practices and emergency services regulations. This employee participates in cooperative planning and coordination with other agencies, including the Delaware Office of Emergency Medical Services, the Volunteer Fire Service, the 9-1-1 Executive Board, and numerous other public safety agencies in a mutual emergency service program. This employee exercises independent judgement and initiative in directing operations and making decisions affecting the delivery of services. This employee works under the general supervision of the Director of Public Safety, and may act on behalf of the Director of Public Safety in his or her absence.

EXAMPLES OF WORK: (Illustrative only)

- Responsible for the maintenance of strict fiscal integrity of the communications activities;
- Implements policies and procedures for County-wide radio communications for police, fire, and emergency medical services;
- Executes orders and directives of the Director of Public Safety;
- Establishes and implements policies and procedures for the administration and provision of emergency services throughout New Castle County;
- Directs the administration and operations of emergency services agencies directly or through subordinate supervisors;
- Oversees the preparation and administration of the capital and operating budgets;
- Manages the delivery of basic and advanced life support services in accordance with the laws of the State of Delaware, regulations of the State Division of Public Health, and in compliance with the Federal Communications Commission regulations;
- Coordinates the activities of the emergency communications center and with medical facilities in and out of state;
- Maintains liaison with public safety and emergency services agencies;
- Coordinates related activities with all divisions of the Police Department;
- Supervises administrative staff;
- Manages the provision of a quality assurance program;
- Develops goals and plans and ensures that they are achieved;
- Directs all planning, staff studies, and surveys;
- Reviews and approves activity reports and forwards such reports to the Director of Public Safety for concurrence or with recommendations for further action;

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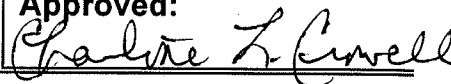
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Date 04/18/06

CLASS SPECIFICATION

Title: CHIEF OF EMERGENCY COMMUNICATIONS

Approved:



- Manages the activities of the emergency services functions with receiving medical facilities, medical control facilities, and outside agencies and representatives including fire and ambulance officials for standardization of response procedures and disaster response planning;
- Responds to inquiries from other agencies and individuals;
- Impartially enforces the rules of conduct governing members of the department and takes necessary disciplinary action as authorized, warranted, and approved by the ; Director of Public Safety;
- Directs the investigation of all complaints and submits for review all complaints of a serious nature to the Director of Public Safety;
- Performs related duties as assigned;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Performs related duties to assist the Director of Public Safety as required to include fulfilling the duties as the acting Director of Public Safety in his or her absence, as designated.
- Operates a data processing terminal, personal computer, and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Comprehensive knowledge of modern principles, methods, practices, and procedures of management and of the services provided in the area of emergency services; good knowledge of budgetary planning and management; ability to manage a diverse staff in a variety of emergency services functions; thorough knowledge of the principles, methods, and procedures of public administration; thorough knowledge of municipal, State, and federal laws, rules, and regulations governing emergency services in New Castle County and the State of Delaware; thorough knowledge of departmental rules and regulations; ability to plan, direct, and review the work of subordinates; ability to command the operation of multiple emergency services functions and personnel under emergency conditions; ability to establish and maintain effective working relationships with associates, cooperating agencies, government officials, and the general public; ability to communicate courteously and effectively, both verbally and in writing; ability to make effective presentations before groups; sound judgement; integrity; tact; ability to promote legal, professional and ethical values, while maintaining an effective and motivated emergency service that has the public trust and respect; and ability to pass a Class III County physical examination. Possession of a valid Delaware Class D driver's license or its equivalent.

ACCEPTABLE EXPERIENCE AND TRAINING: At least five years progressively responsible experience at a managerial level in the area of emergency services or a related field and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration, public administration, or related field; or any combination of experience and training which provides the required knowledge, skills, and abilities.