



## ROGERS COUNTY REGIONAL 9-1-1 CENTER DIRECTOR

### The Position

This position is a ground floor opportunity for the right person to successfully guide the transition process to consolidate multiple emergency dispatch operations within Rogers County (population 85,000). Rogers County's new Director will develop a cutting edge department with an annual operating budget and a projected staff to be determined by assessment of the Board of Commissioners. This position will be responsible for cooperatively developing strategic and operational plans, policies and procedures, determining personnel and budgetary requirements, and acquiring and implementing appropriate technology and equipment. Hiring staff members and establishing a "readiness" program for dispatchers in participating agencies will be a priority for the Consolidated 911 Center Director. Once the consolidation has been fully implemented, this position will also be responsible for attaining OKLA-NENA accreditation for the consolidated 911 center within three years. The position reports directly to the County Board of Commissioners and is responsible for following County policies and procedures. The Director will also work closely with a multi-jurisdictional and multi-disciplinary Emergency Dispatch Sub-Committee to develop operational protocols. The Sub-Committee will have significant input on budget, technology, Director Evaluation and other operational matters. The Director will be an excellent team leader and will be responsive to input from all agencies served through User Groups and other means in order to meet the public safety communications needs of Rogers County.

### Challenges

The Director will be instrumental in the transition of at least 5 emergency 911 and dispatch centers into one new Rogers County Consolidated 911 Center. One of the Director's functions will be to ensure that emergency dispatch operations continue seamlessly while consolidating separate emergency response communications from various jurisdictions will be a top priority.

The new Director will address complex challenges raised by the next generation 911 technology and the increased need for interoperability and improved interagency communications. Additionally, the Director will embrace the challenge of the new center becoming a regional emergency information-sharing hub involving all levels of government.

The new Director will also face complicated workforce challenges such as recruitment, hiring, training and retention of staff and developing the appropriate readiness program, hiring standards and compensation for job positions to be filled by dispatchers currently working in the participating agencies. Quality

assurance will be a priority of the new Rogers County Consolidated 911 Center, and achieving OKLA-NENA accreditation will be critical in continuing to meet the broadening service expectations from the public.

### Ideal Candidate

The ideal candidate will be an effective leader with exceptional planning and organizational skills. He or she will have the ability to motivate dispatch staffs throughout this consolidation effort. The ideal candidate will also have extensive experience in emergency service dispatch operations, multi-disciplinary consolidated dispatch operations and the process of consolidating, as well as a depth of technical expertise. Additionally, the ideal candidate will be an effective communicator and will build rapport and strong working relationships with the Emergency Dispatch Sub-Committee, the various jurisdictions and agencies to be served, as well as the citizens of Rogers County.

### Qualifications

Position requires: A Bachelor's Degree in Criminal Justice, Public Administration, Business Administration or related field preferred. Successful and current certification as a NENA Emergency Number Professional (ENP) is highly desired. Minimum of five (5) years public safety communications management experience in an environment comparably sized to Rogers County. Experience in the process of consolidating emergency dispatch operations and/or managing a consolidated 9-1-1 Center is highly desired. Present Certification of NIMS compliance through level ICS 400.

### Other Requirements:

Knowledge of: the principles and practices of public safety computer-aided dispatching methods, record management systems and equipment; radio systems and vehicle communication devices with special emphasis on digital trunked radio and mobile data; administrative, managerial, and supervisory principles and practices including budgeting, planning, program valuation and employee supervision.

Ability to: pass an extensive background check; effectively organize, direct and manage a large 9-1-1 Center serving multiple jurisdictions; develop and implement policies and operating procedures.; communicate effectively with groups and individuals in both formal and non-formal situations via writing and oral presentations; establish and maintain professional and effective working relationships with staff, Board members, emergency personnel, outside agencies/organizations, the media and the public; prepare and administer an operating budget; maintain confidentiality.

Demonstrated ability to: utilize personal computers and various software applications including but not limited to; electronic spreadsheets, word processing and department specific software packages; manage, develop and lead others in achieving organizational goals. Must possess a valid OK driver's license, or the ability to obtain one upon acceptance of the position is required.