

**ORANGE COUNTY**  
**MANAGEMENT CLASS SPECIFICATION**

**TITLE:** DIRECTOR OF OPERATIONS (911) **GRADE:** 24

**TITLE ABBREVIATION:** DIR OF OP (911) **TITLE NO.:** 6310

**JURIS.CL:** C **SALARY CODE:** 03 **EEO CODE:** OA **FLSA CODE:** AD

**DEPARTMENT:** EMERGENCY SERVICES

**NATURE OF THE WORK:** This is an important managerial position responsible for supervising the day-to-day operations of the County emergency communications center (E-911). The work involves supervising, scheduling, training and evaluation of staff, responding to grievances, and recommending disciplinary action where appropriate. This position is also responsible for ensuring quality control of dispatch operations and activities.

**CLASSIFICATION CRITERIA AND DISTINGUISHING CHARACTERISTICS:** This is a one-position class in the competitive classified service. The Director supports the Deputy Commissioner of Emergency Services-Division of Emergency Communications, by handling the day-to-day issues relative to the operation of the communications center. Work is performed under the general supervision of the Deputy Commissioner, with wide leeway permitted for the exercise of independent judgment in carrying out the details of the work. Supervision is exercised over Public Safety Dispatcher Supervisors, Public Safety Dispatchers and related support staff.

**TYPICAL DUTIES AND TASKS:**

Plans and oversees the work of Dispatcher Supervisors and Dispatchers;

Establishes and oversees work schedules to ensure adequate staff coverage for each shift;

Participates in the interview and selection of staff;

Identifies training needs and assigns to Dispatcher Supervisor responsible for training;

Addresses operational and personnel management issues, including but not limited to, counseling, disciplinary interviews, employee misconduct and/or incompetence, grievances, performance evaluation, etc.;

- Continued -

Reviews and responds to service complaints received from police/fire/EMS agencies or from the public;

Reviews and analyzes call-taking and dispatching for quality assurance and quality improvement;

Assists the Deputy Commissioner with formulation of policies and procedures and ensures staff compliance with same;

Assists the Deputy Commissioner with preparation of the division's budget;

Assists the Deputy Commissioner in the research and analysis of operational issues.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Thorough knowledge of acceptable practices of public administration and personnel management; good knowledge of the laws, rules, regulations, policies and procedures necessary to operate an emergency communications center; good knowledge of the County's emergency service providers and related service territories; good knowledge of the equipment used in providing emergency communications services; ability to plan and supervise the work of others; ability to establish and maintain effective working relationships; ability to communicate effectively orally and in writing; ability to remain calm in the face of emergencies; tact; patience; resourcefulness; sound judgment; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree or higher and three (3) years of supervisory experience in the field of public safety or emergency services communications; OR
- (B) Completion of sixty (60) credits from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees and five (5) years experience as outlined in (A) above.

REVISED: 1/10/2017 AT