

## Job Posting: 911 Director

The Summers County Commission is seeking qualified candidates for a full-time 911 Director. The position, which reports directly to the Summers County Commission, is an FLSA-Exempt position with salary and benefits. An Associate Arts or Bachelor's degree in a related field is desirable but not mandatory. The Director is responsible to provide high quality emergency 911 services that ensures public safety to citizens of Summers County. Interested candidates must provide a resumé and cover letter to the Summers County Administrator, 120 Ballengee Street, Hinton, WV 25951 or email to [lisa.eads@summerscountywv.gov](mailto:lisa.eads@summerscountywv.gov). Resumés accepted until the position is filled. The selected candidate must be able to work under pressure, exercise good judgment and make sound decisions in daily and emergency situations. Individual must be available 24/7/365 in case of emergency, and be available for daytime, evening, and/or weekend assignments, and travel to attend meetings and conferences. The successful candidate will be expected to either reside in or relocate to Summers County.

The duties of this position may include but are not limited to:

- Direct and supervise the day-to-day operation of the 911 Center and Mapping & Addressing.
- Oversee the process of applicant testing procedures: hire, reprimand, and dismiss.
- Compile, prepare and distribute periodic reports concerning the receipt and handling of all calls processed through the 911 Center.
- Evaluate complaints against the communications center staff.
- Assure that all operations and equipment of the 911 Center meet FCC regulations as well as other federal, state and local laws.
- Prepare and coordinate shift schedules.
- Keep and maintain records of all phases of the operation in 911 Center, including confidential personnel records and files.
- Maintain current, accurate and applicable Standard Operating Procedures for all phases of operation in Dispatch Center.
- Perform or participate in all phases of staff and management development, including training staff to meet or exceed internal and external job performance requirements.
- Develop and execute public relations programs, as needed.
- Develop and administer the department operating and capital budget.
- As needed, supplement the Dispatch personnel during periods of high call volume, disasters, and staffing shortages.
- Through workshops, conferences, publications and other means, maintain a working knowledge of current technologies, equipment, codes, certification requirements and other areas pertinent to the department operations.
- Coordinate with other County Emergency Management/911 Directors, as well as county, state and federal officials.
- Coordinate, in cooperation with the Emergency Management Coordinator, disaster response or crisis management activities, such as in activating the Emergency Operations Center, ordering evacuations for populations effected by or in danger of a natural, man-made or emerging infectious disease disaster, opening public shelters, and implementing special needs plans and programs.
- Develop and maintain liaison relationships with municipalities, county departments, and similar entities to facilitate plan development, response effort coordination, and exchanges of personnel and equipment.
- Attend meetings, conferences, and workshops to learn new information, best practices, and to develop working relationships with other subject matter experts.
- Actively participate in or delegate participation in County and other related boards, including LEPC, Enhanced 911 Advisory Board, Planning Commission, Dilapidated Structures Committee, Parks & Rec Commission, Summers County Firefighters Association, and the WV Emergency Management Council.
- Apply for federal and other sources of funding for related needs and administer and report on the progress of such grants.

- Participate in Table-top, Functional and Full-Scale Exercises. Conduct follow-up analysis and training to improve response.
- Provide communities with assistance in applying for federal funding for emergency management facilities, radiological instrumentation, and other related items.
- Other duties as assigned by the Summers County Commission.