

**POSITION:** Assistant Chief, Communications

**GRADE:** 7P

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**FLSA:** Exempt

**DATE:** 1/99; revised 07/03; revised 06/04, revised 10/12

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**Position Summary:** An employee in this class, works under the direction of the Deputy Director, and Director, and is responsible for managing the daily operations of the Cecil County Emergency Communications Center and for coordinating public safety communications for Police, Fire, EMS, and other partner organizations. Responsible for scheduling, policy development and implementation, provide direct supervision, and ensure optimal operation of the division; performs other duties as assigned.

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**Essential Functions:**

1. Evaluates and supervises the work of assigned personnel;
  2. Develops plans and implements strategies to ensure the division keeps up with the latest technology, and ensures the staff of the center is trained and utilizing the technology available
  3. Works closely with partner agencies to ensure coordination of emergency communication efforts;
  4. Research, draft, and implement standard operating procedures for the Emergency Communications Division;
  5. Ensure shift schedules provide necessary coverage and direct changes in the schedule as necessary to meet agency requirements;
  6. Participates as a member of essential EOC staff during events which warrant close coordination with the Emergency Communications Division;
  7. Draft a proposed budget and needs assessment plan for the division on an annual basis;
  8. Oversee the delivery of 9-1-1 public education;
  9. Performs other duties as instructed and assigned.
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**Required Knowledge, Skills, and Abilities:**

1. Thorough knowledge of practices, methods, and techniques of developing and providing emergency services;
  2. Maintain advanced proficiency on Computer Aided Dispatch, mapping, and phone system;
  3. Ability to develop and coordinate duty schedules and ensure adequate shift coverage;
  4. Ability to supervise and evaluate the work of others;
  5. Ability to prepare and interpret statistical, analytical, and financial reports;
  6. Ability to communicate effectively both orally and in writing;
  7. Ability to work effectively under stress and to make quick and appropriate decisions;
  8. Ability and willingness to be on-call for emergencies;
  9. Knowledge of Cecil County geography and locations of emergency facilities;
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**Education and Experience:**

1. High School diploma or G.E.D.;
  2. Bachelor's Degree in related field or additional experience within an Emergency Services field or other professional work may be substituted on a year-for-year basis for the required education;
  3. Five or more years experience as a dispatcher in a communication center;
  4. 3-5 Years progressive supervisory experience;
  5. Must pass background investigation;
  6. Valid Driver's License.
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**Physical and Environmental Conditions:** Work demands occasional strenuous effort. For example, handling of moderately heavy boxes, moderately heavy tools, equipment, or materials, or walking/climbing or sitting/standing in a fixed position for extended periods of time. The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress which require a range of safety and other precautions, e.g., aggressive human behavior, extreme outdoor weather conditions, or similar situations where conditions cannot be controlled.

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The above position description is not intended, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.