

Berkeley County Government

JOB OPENING – EXTERNAL POSTING

COMMUNICATIONS DIRECTOR (PS101290)

DEPARTMENT: 911 TELECOMMUNICATIONS

JOB SUMMARY/ESSENTIAL FUNCTIONS: Serve as the Director over the Communications Department which includes directing the day to day operations of the department, staff supervision, and departmental budget preparation. Interact with the public to resolve complaints. Ensure the proper function and upkeep of all Communications equipment and recommends upgrades as needed. Research the potential purchase of new equipment by checking on competitive prices and analyzing the quality. Maintain records on location, condition, maintenance, etc. of equipment. Schedule all maintenance and repair to equipment. Coordinate development of bid specification packages in conjunction with the Deputy County Supervisor and Procurement Department. Monitor maintenance budget and equipment purchase line items. Maintain all insurance and maintenance contracts. Investigate and review lost or damage claims concerning equipment and/or supplies. Ensure that all equipment complies with all local, state and federal regulations. Maintain statistical information and tapes on all 911 calls and responds to requests for such Information including Freedom of Information Requests. Prepare reports that are generated from the Communications Systems software and other software as needed. Handle complaints that involve equipment malfunctions or deficiencies. Establish, maintain and recommend changes on procedures for handling 911 calls and ensures that these procedures are in compliance with all local, state and federal regulations. Assist in dispatching when needed. Must be able to multi-task and work independently. Maintain strict confidentiality in performing duties and protects operations by keeping personal information confidential. Perform other duties as assigned.

QUALIFICATIONS:

Associate's degree in a related field and five (5) years related experience including three (3) years management/supervisory experience required; or an equivalent combination of education, experience and supervisory required.

Certification as Emergency Medical Dispatcher and NCIC terminal operator.

CPR Certification within six (6) months of employment.

Certification in NIMS I-100 and I-400 (National Incident Management System) is desired. Candidates who are not certified upon hire will be required to certify within one (1) year of employment, and are required to maintain current certification as a condition of continued employment. Position will require further education in NIMS training in EOC operations and National Response Framework.

Knowledge of the P-25 standards for digital radio communications and a good working knowledge of communications interoperability procedures (Public Safety Wireless Network).

Personal computer experience. Communications systems software required. Computer aided dispatch reporting management software. Interact software knowledge preferred.

Knowledge of automated telephone system.

Knowledge of internal and external emergency radio communications equipment, frequencies, and FCC regulations.

Knowledge of fire/EMS/police terminology.

Must be articulate and with the ability to communicate clearly and distinctly by phone, radio, and in person in a semi-noisy environment.

Must be able to remain calm and think clearly to make critical decisions and exercise good judgment in stressful situations while multi-tasking.

Must be detail-oriented with the ability to work in a fast paced environment.

Excellent communications skills, both oral and written.

Skilled in the operation of all basic office equipment.

Must not have been convicted of a crime in which a sentence of one (1) year or greater could have been imposed by the Courts. **A criminal background check will be completed on selected applicant if a current one is not on file.**

Departmental testing may be administered during interview.

Completed degree(s) beneficial to the position may be partially considered as work experience.

PHYSICAL REQUIREMENTS:

This position requires the employee to frequently sit and use hands to handle, or operate objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear. The employee must occasionally lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Subject to sitting and telephone usage for prolonged periods of time. Continuous exposure to noise from various sources. Busy environment with personnel under pressure in highly stressful situations.

SAFETY INFORMATION/DUTIES:

This is a safety sensitive position and subject to random drug and alcohol testing. Attends all required safety training, follows safety policies and procedures and uses appropriate PPE (Personal Protective Equipment) for assigned and ensures that subordinate staff meets these same safety requirements which may include taking corrective action.

HOURS OF WORK/MISCELLANEOUS INFORMATION:

This position is classified as exempt and reports directly to the Emergency Services Division Director. Thirty-seven and one half (37.5) hours per week. Normal working hours are Monday through Friday 8:00 a.m. until 5:00 p.m. with the ability to work flexible hours when necessary. Scheduled hours/days, job location, duties and any other information contained herein is subject to change. May be required to work extra hours and to perform extra or different duties during special events or emergency situations. Must be able to work day or night shifts, weekends, and holidays as scheduled or needed due to the 24-hour operation of the center.

If you are interested in applying for a position with Berkeley County Government, you will need to set up a personal account and apply online, click on "Applicant Online" from our website www.berkeleycountysc.gov and follow the prompts. For questions, contact Human Resources at 843-719-4163 (Moncks Corner); 723-3800 ext. 4163 (Charleston); or 567-3136 ext. 4163 (Saint Stephen). Computers are available in the Berkeley County Administration Building and the Libraries to apply online.

Communications Director – Grade: C39

Entry level Bi-Weekly Salary Range: \$1,916.83 - \$2,204.36

Date of Posting: 03/17/2016

Closing Date: Subject to close at any time.

BERKELEY COUNTY GOVERNMENT IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN OR DISABILITY.

All employees of Berkeley County Government are employed on an "at-will" basis which means that the employee may discontinue the employment relationship at any time, with or without notice or cause, and that Berkeley County Government may discontinue the employment relationship on the same grounds.

APPLICATIONS WILL NOT BE ACCEPTED FOLLOWING THE CLOSING DATE.