

## **INTERNAL Lake County Position Posting**

***This position is currently available to INTERNAL candidates ONLY***

**Position: Director of 911**

**Posting Date** (Please allow at least one day for processing): **June 17, 2016**

**Description of Position:** The position serves as the department head for Consolidated 911 dispatch for 15 police departments, 18 fire departments and emergency medical services (EMS) in Lake County, Indiana. The director is responsible for overall operations and management of the department which will include approximately 100 full time staff.

**Qualifications/Education Requirements:** It is strongly desired that candidates possess a minimum bachelor's degree in management, supervision, public administration, public safety or other related major; have at least 5 years' experience in a managerial position, overseeing multiple shift operations, and a minimum of 5-7 years of experience with emergency dispatch operations.

**To Apply Contact:** Candidates must apply by no later than July 8, 2016. Resume and cover letter may be submitted as follows:

Lake County Public Safety Communications Commission  
Attn: Chairman Michael Repay c/o Lake County Board of Commissioners  
2293 North Main Street  
Crown Point, IN 46307

## **EXTERNAL Lake County Position Posting**

***This position is available to INTERNAL and EXTERNAL candidates***

**Position: Director of 911**

**Posting Date** (Please allow at least one day for processing): **June 17, 2016**

**Description of Position:** The position serves as the department head for Consolidated 911 dispatch for 15 police departments, 18 fire departments and emergency medical services (EMS) in Lake County, Indiana. The director is responsible for overall operations and management of the department which will include approximately 100 full time staff.

**Qualifications/Education Requirements:** It is strongly desired that candidates possess a minimum bachelor's degree in management, supervision, public administration, public safety or other related major; have at least 5 years' experience in a managerial position, overseeing multiple shift operations, and a minimum of 5-7 years of experience with emergency dispatch operations.

**To Apply Contact:** Candidates must apply by no later than July 8, 2016. Resume and cover letter may be submitted as follows:

Lake County Public Safety Communications Commission  
Attn: Chairman Michael Repay c/o Lake County Board of Commissioners  
2293 North Main Street  
Crown Point, IN 46307

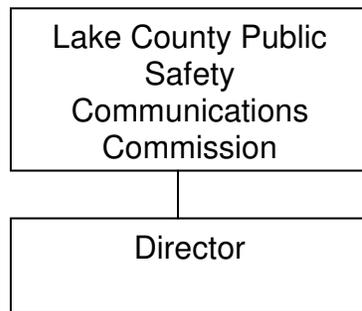
# Lake County Consolidated 911 Job Description

**POSITION TITLE:** Director

**REPORTS TO (Title):** Lake County Public Safety Communications Commission

**POSITION SUMMARY:** The position serves as the department head for Consolidated 911 and oversees 911 dispatch for 15 police departments, 18 fire departments, and emergency medical services (EMS) in Lake County, Indiana. The director is an exempt position due to its managerial responsibilities and is responsible for overall operations and management of the department.

**ORGANIZATIONAL RELATIONSHIP:**



**NUMBER OF EMPLOYEES SUPERVISED:** Approximately 100 full time staff including an assistant director, a training manager, quality assurance manager, two technologists, and six shift supervisors.

**ESSENTIAL (PRIMARY) FUNCTIONS:**

- Responsible for the overall management of the Department, and the oversight and supervision of approximately 100 employees, including issuance of discipline, as well as hiring and termination.
- Directs the department in compliance with policy and procedure established by the Lake County Public Safety Communications Commission (LCPSCC), and polices and procedures adopted by the Lake County Board of Commissioners and County Council.
- Prepares the annual 911 fund budget and departmental budget; monitors and approves expenditures.
- Develops short and long term goals and objectives for the department, and a strategic plan to accomplish goals; evaluates department performance and achievements.
- Updates/creates department operating policies, procedures, rules and regulations.

- Evaluates department training needs; develops or evaluates training programs.
- Coordinates the activities of the Department with all local police, fire and EMS departments that it serves.

**OTHER RESPONSIBILITIES:**

- Attends meetings, and prepares reports regarding the department's responsiveness to emergency calls for service.
- Takes all reasonable steps to maintain a safe work environment.
- Serves as staff for all meetings of the LCPSCC.
- Interviews applicants for all vacant positions in the department, and makes hiring decisions.
- Coordinates department's work activities; organizes and prioritizes workload; makes work assignments, monitors status of work in progress and inspects completed work; troubleshoots problem situations.
- Ensures that emergency procedures are in place and appropriately documented; ensures that staff is adequately trained to respond to emergencies.
- Evaluates department training needs; develops or evaluates training programs.
- Manages monitored alarm and video systems.
- Monitors inventory of department equipment and supplies; initiates orders for new or replacement materials; makes recommendations and/or decisions regarding equipment purchases.
- Establishes equipment maintenance programs and schedules maintenance activities; repairs, builds and assembles equipment as needed.
- Coordinates department activities with emergency response agencies in Lake County.
- Responds to complaints and questions related to department operations; provides information and education, researches problems and initiates problem resolution.
- Maintains current knowledge and awareness of applicable laws and regulations; maintains awareness of new trends and advances in the profession; attends workshops and training sessions as appropriate.
- Performs other related duties as required.

**PHYSICAL REQUIREMENTS OF THE POSITION:**

The position may be performed during extensive periods of standing and sitting; walking is a common physical function; light (<20 lbs.) lifting is needed but not required; the ability to work irregular shifts may be periodically necessary.

**QUALIFICATIONS:**

- A minimum bachelor's degree is preferred in management, supervision, public administration, public safety or other related major.
- Have at least 5 years' experience in a managerial position, overseeing multiple shift operations.
- Prefer a minimum of 5-7 years of experience with dispatch operations resulting in a thorough knowledge of emergency dispatch operations.
- A demonstrated ability to act in a calm, composed manner while handling multiple emergency situations.
- Thorough knowledge of, and ability to use radio and telecommunications equipment, including radio systems and applicable interfaces.
- Must be able to meet certain requirements to be NIMS compliant (Sections 100, 200, 300, 400 700, & 800) by the Department of Homeland Security.
- Proficient in Pro- QA or other quality assurance programs.
- Current certification or the ability to successfully obtain IDACS/NCIC computer systems certification, experience with a CAD based software system- Spillman preferred.
- Ability to meet all departmental hiring and retention requirements including thorough background and criminal history checks.
- Be a U.S. Citizen as verified through the E-Verify program.