

Sedgwick County Communications Center - Director

Qualifications:

- Possession of, or ability to obtain, a valid Colorado Driver's License
- Possession of, or ability to obtain CPR Certification
- Bachelor's degree in business management, Public Administration, Criminal Justice or two (2) years equivalent college certification, plus a minimum of three (3) years' experience in a 911 Communication Center or Emergency Services with administrative or supervisory responsibilities or another related field.
- Successful completion of a pre-employment criminal history background investigation.
- Psychological examination, if requested.
- APCO Certified Public Safety Executive (able to obtain within 6 months)
- APCO Registered Public Safety Leader (able to obtain within 6 months)
- NENA Center Manager Certification (able to obtain within 6 months)
- NENA ENP 911 Certification (able to obtain within 6 months)
 - In order to sit for the ENP Certification Exam, a candidate must meet the following experience criteria:
 - Three years' experience in Emergency Communications -or- three years' experience with a commercial provider of Emergency Communications products and services.
 - Having satisfied the three-year minimum experience criterion, each candidate must accumulate a total of 10 points as follows:

Education Points

- College degrees will earn points as noted below:
 - Associate degree 2 points
 - Bachelor's degree 4 points
 - Graduate Degree 6 points
- Professional Development and Service Points:
 - NENA in-person courses completed will earn 1 point each. A maximum of 4 points will be granted.
 - Holding an office in NENA at the chapter or national level will earn 1 point, with a maximum of 1 point being granted.
 - Other professional certifications (e.g. CEM) will earn 1 point, with a maximum of 1 point being granted.

Supervision Received and Exercised:

- Reports directly to the Board of County Commissioners of Sedgwick County
- Receives general administrative direction for the Sedgwick County 911 Authority Board.
- Exercises direct supervision of the Sedgwick County Communications Center

Essential Functions (Communications Center):

The essential functions are intended to present a descriptive list of the range of duties performed by the Sedgwick County Communications Center Director. The essential functions are not intended to reflect all duties performed within the job.

- Assume full management responsibility of all day-to-day operations related to the Communications Center.
- Participate in the development and implementation of goals, objectives, policies, and priorities for assigned functions; recommend and implement approved policies and procedures.
 - County policies and procedures.
 - Principles, regulations, and practices of E911, Radio, and Homeland Security operations, policies, and procedures
 - Code of Federal Regulations – Title 47: Carriers, Commercial Mobile Radio Service, 911 Service, Interconnected VoIP, Access, Relay services for persons with disabilities, jurisdictional, emergency calling requirements,
- Maintain standards (2024 Updated/Implemented)
 - Alert tones; Alternative communication methods; ANI/ALI; Assault; Bomb threat; Burglary; Call management; Call prioritization; Call taking; Cellular 911; Child abuse and neglect; Citizen /dispatch observation; Colorado lifetrak policy and procedure; Critical Incidents; Customer service; Disturbance; Domestic disturbance; DUI; Media/PIO; Mentoring program; Missing and exploited children standards; Mobile data computers; Online Reporting; Relay of Colorado; Ride Along; TTY/TDD
- Contract Administration:
 - Manage and monitor the performance of vendors under contract with Authority and PSAP. Develop clear, concise performance-based statements of work, measure contractor’s performance, monitor dates, milestones and deadlines, review invoices and make recommendations of payments. Establish the best practices for the Authority to use in administration process.
- Participate in the development and administration of the assigned annual budget; participate in the forecast of funds needed for staffing, operations, equipment, materials, and supplies while monitoring expenditures and implementing adjustments.
 - Procurement: Negotiate, with the assistance of legal counsel and the required E911 equipment, software and services that have been approved for purchase by the Authority.
 - Develop and present to the Authority a written checklist for any proposed purchases in excess of \$10,000 that will include such items as:
 - Why is the purchase being requested
 - Is the purchase necessary, and why
 - What is the timing for the purchase and why.
 - Is there more than one vendor that provides such requested products or services
 - Have competitive quotes/bids been sought.
 - Does the purchase require the purchasing of additional equipment/service or reconfiguration of existing equipment/services
 - What is the impact on other PSAPS
 - Prepares, presents and oversees the department budget.
 - Maintains accounting records and prepares reports.
 - Develops long-range financial and capital improvement plans.

- Research, write and manage applicable grants.
- Establishes staff goals and objectives based on the department goals.
- Maintains proper staffing levels for assigned shifts at all times.
 - Provide or coordinate staff trainings
 - Perform hiring, selecting, training, motivating, evaluating and directing personnel.
 - Work with employees to correct deficiencies.
 - Implement discipline and termination procedures.
 - Assigns staff to job assignments as needed, and reviews work to ensure accuracy and completeness.
- Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures.
- Assist in identifying and developing plans for improvement in the 9-1-1 system, maintenance contracts and other system programs and identify impacts of future programs on the current system.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
 - Serves as the primary liaison to the public and the media in all matters pertaining to Sedgwick County Emergency Services.
- Manages and repairs, maintenance and replacement of existing equipment, and purchase and installation of updated systems. Plans capital expenditures to support the system which includes county law enforcement, local fire departments, and emergency medical services frequencies and their backups.
- Review and evaluate any proposals from user agencies regarding services provided by Sedgwick County Communications Center, issues of performance standards and/or procedures for implementation costs, benefits and liabilities, and other matters.
- Ensures appropriate and efficient records management and adequate security of records and the facility.
- Serve as staff on a variety of assigned boards and committees and present reports and other necessary correspondence.
- Attend and represent the Communications Center at federal, state, and local meetings and events.

CURRENT BOARDS

- 911 Advisory Task Force
 - NG911 – ESInet group
 - Association of Public Safety Communications International
 - TERT Colorado All Hazards Regions Tactical Emergency Response Team
 - Mental Health First Aid Colorado & Wellness for 911 Professionals in Colorado
 - CCNC
- Attend and participate in professional group meetings, stay abreast of new trends and technologies in all fields related to enhanced 9-1-1.
 - Operations, services and activities of an enhanced 911 system.
 - Principles and practices of system analysis, design and development.
 - Principles and practices of project management, program development and implementation.
 - Pertinent Federal, State and local laws, codes, and regulations
 - 9-1-1 Authority Operations, Training, Public Education, and Information Services and activities of assigned program area.

- Knowledge of EMD, EFD, and EPD theory and practice. Recent developments, current literature, and information
- Rules and regulations of the -IAED.
- Americans with disabilities – Access for 911 and Telephone emergency services
- MLTS, Enforcement, compliance date, state law., Mobile-Satellite Service, Resiliency, Redundancy, Reliability, Backup power obligations.
- Implementation of 911 service capabilities.
- CISA: Preparing technological transformation in ECC; NG911 IR Imagery.
 - SafeCom and CISA Toolkit for Sedgwick County: AWNs, Ransomware, Jamming, EMP (Elemagpul)PNT (Pos-nav-tim) LMR's Land mobile radios
- NENA-STA-035.2-18 ADA Title II: Direct Access – Current: Self-Evaluation and Transition Plan, equipment and network, operations, COT, Outreach.
- NENA-INF-007.1-13 Text to 911
- NENA-INF-042.1-21 Readiness for Real Time Text
- US DOJ Access
- School Safe Project for Julesburg Highschool and Revere
- NENA Telecommunicator Core Competencies
- CPR LifeLinks
- DHS Government Emergency Telephone Service (GETS) project
- FCC Enforcement Bureau Public Safety Interference
- FCC Master PSAP Registry
- FCC Telemarketer Form for reporting
- Integrated Wireless Emergency Alerts
- FEMA NIMS
- National Center for Missing and Exploited Children (NCMEC)
- National Fire Protection Association Communications
- NPSTC (National Public Safety Telecommunications Council)
- P-ANI Database
- EMD of Colorado

- FirstNet Colorado
- CTO – Communications Training Officer
- 56-007 – Pipeline emergency operations standard
- 57-501 Phase 1 and Phase 2
- PSAP Disaster & Contingency Plan, Hazard and vulnerability and survivability
- Rapid SOS Emergency Interface
- Manage, direct, supervise, and coordinate, any activation of the emergency backup policy.

Essential Functions (E911 Authority Board):

- Ensures appropriate and efficient records management and adequate security of records and the facility.
- Assist in the development, write, issue, and evaluate request for proposal documents as required by the Authority.

- Participate on a variety of boards, committees; attend and represent the Authority at the Chief's Forum, Emergency Service Agency, Pre-hospital Care and Radio Users group meetings.
- Prepare and present reports and other necessary correspondence.
- Facilitates meetings to ensure effective and efficient use of time and resources.
- Serves on numerous boards and committees as the County 911 representative including the State 911 advisory committee.
 - Colorado Department of Regulatory Agencies – Public Utilities Commission
 - BES oversight (40-15-201), ETC (29-11-102), Surcharge (29-11-1023).
 - Reporting for the General Assembly on the state of 911 service in Colorado (40-2-131)
- NOTE: Currently working on proceeding 23R-0577T (Rules regarding BES outages)
- Attend every board meeting of the Authority.
 - Prepare agendas and provide meeting agendas to the Authority
 - Provide updates regarding regulation, technology, and other relevant management
 - Provide presentations and briefings as requested.
 - Provide guidance to the Authority with respect to current and emerging technology

Knowledge of/Ability to:

- Principles and practices of budget preparation and administration.
- Methods and techniques of data collecting and statistical analysis.
- Principles and practices of record keeping.
- Principles and practices of report preparation.
- Modern office equipment including computers and supporting word processing and spreadsheet applications.
- Public safety communication's environment, demands, requirements and related laws, regulations and systems
- Supervisory principles, practices, and methods.
- Principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff Methods and techniques of evaluating business needs.
- Identify and respond to organizational issues, concerns, and needs.
- Delegate authority and responsibility.
- Select, supervise, train, and evaluate staff.
- Interpret and apply applicable law at all levels.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with the entities serviced.
- Interpret and apply rules and standards in assigned program areas.
- Ensure program compliance with mandated -IAED and 9-1-1 Authority policies, procedures, rules, and regulations.
- Interpret and explain 9-1-1 Authority policies and procedures.
- Prepare clear and concise quantitative reports.

WORKING CONDITIONS

Work is performed in a standard office environment and in and around County facilities; subject to sitting, standing, walking, bending, reaching, and lifting of objects up to 25 pounds.

OTHER DUTIES FOR SEDGWICK COUNTY:

- Mitel Connect Director
 - Network Quality Assurance
- IT Liaison
- MSAG
 - Synchronizing GIS databases with MSAG & ALI
 - Maintain the master street address guide for Sedgwick County

DUTIES COVERED FOR THE SEDGWICK COUNTY SHERIFFS OFFICE

These must be done PRIOR to me leaving to continue running

- User agreements, guard terminal contacts, terminal TID, and Secure Document Delivery System will need completed for the Sheriff's Office as it has not been done since the election. Previously it was solely under my certification as a courtesy.
- All security roles will need to be updated as they are all solely under my certifications.
- CCH for criminal history queries, to include Colorado, FBI/III, and out-of-state criminal histories via Nlets, will need to be updated as all dispatchers are operating under my certification and the Sheriff's Offices is not trained or certified.
- QWI transactions including warrants and Criminal histories together will need updates as all dispatchers are operating under my certification and the Sheriff's Offices is not trained or certified.
- QVCP for authorized personnel will need updated as this is performed under my certification.
- All CCIC/NCIC admin roles will need to be updated. This includes: BOLO's, system outage, amber alerts, Nlet queries, driver queries, vehicle registration queries, driver history queries, hot files (warrants, stolen, etc.); QWL, XNIC, hit confirmations, locate records, append detainers, movement notifications.; CIJIS queries, court records, DOC records, etc.; FBI agency directories QAGY, TQ, QO, NICS RERC release for firearm evidence; All renewal for concealed weapons permit - all dispatchers are operating under my certification and the Sheriff's Offices is not trained or certified.
- UCR NIBRS and Crime Insight including NIBRS entry and access to Crime Insight will need new administration as Kim Zion and I are the only certified users and/or administrators.
- Sheriff's Office LASO and Technology Security Audits will need transferred as I am the only certified user.
- Colorado Sex Offender Registry training will need completed as this is completed under my certification. There are two dispatchers who have received this training and no deputies.
- TAC for MAGY, EORI, and XORI will need transferred as the communications center and the sheriff's office are maintained with my certification. There is one other dispatcher that has this certification and no deputies.
- Medical Marijuana Patient and Caregiver registry will need to be transferred as this is solely under my certification.