

JOB DESCRIPTION

JOB TITLE: 911 Program Manager
DEPARTMENT: Support Services
REPORTS TO: Deputy Director, Support Services
EEO category: 2 - Professionals

SUMMARY:

Under the direction of the Deputy Director of Support Services, this FLSA exempt position performs professional and technical analysis related to emergency communications systems and 911 programs. The 911 Program Manager is responsible for the strategic development, implementation and ongoing maintenance of the 911 Emergency Communications Systems in Pierce County, WA. This position supervises assigned communications systems and GIS personnel.

The 911 Program Manager is responsible for managing South Sound 911's enhanced emergency communication program, which includes coordinating the operation and expansion of agency-wide telecommunications systems, and related communications functions and facilities; and coordinating the agency's 911 program operations.

This position coordinates and works as a liaison with 911 Public Safety Answering Points (PSAPs) in Pierce County, the State 911 Office and 911 Coordinators and PSAPs throughout the state. The 911 Program Manager position requires public outreach and effective communications with state and county departments, agencies, municipalities, vendors and citizens served by the 911 PSAPs in Pierce County.

ESSENTIAL FUNCTIONS:

Coordinate requests, plans and services for 911 telecommunications including processing and monitoring administrative actions, installations, relocations, and removal of communication equipment. Review, evaluate, and control agency plans and requests for locating, enlarging, or installing telecommunication systems.

Maintain up-to-date knowledge regarding 911 telecommunication trends and products with internal and external colleagues. Research, analyze, and recommend improvements and enhancements to equipment and services.

Provide input on 911 telecommunication equipment, hardware and software purchases. Coordinate and determine types of services to be offered and recommend selection, acquisition, operation and maintenance of telecommunications network. Evaluate feasibility of equipment and/or system replacements.

Plan, conduct and administer 911 program operations, including policies, procedures, and other relevant information as necessary to evaluate program efficiency and ensure compliance with applicable laws, regulations, and program goals and objectives.

Serve as the primary liaison for South Sound 911 to the state 911 coordinator's office. Attend assigned meetings, coordinate, maintain, and enhance working relationships with other jurisdictions, state offices, fire and police agencies, private companies, vendors and other agencies to ensure smooth operation of the system.

Serve as the primary point of contact for all discrepancy reporting and resolutions related to the emergency communications system, including interface of private switch 911 services, alternate local exchange 911 services, call routing coordination, trouble reporting and standardization.

Manage and/or participate in procurement processes and project implementation; establish contracts and grants. Regularly monitor expenditures and maintain department budget.

REQUIRED ABILITY, KNOWLEDGE AND EXPECTATIONS:

Knowledge of protocols, practices and techniques of public safety communication, networks, infrastructure and technologies.

Knowledge of voice and data telecommunications technology.

Knowledge of principles and practices of public administration, project management, supervision and training.

Completes regular reporting requirements to the state 911 office.

Knowledge of Enhanced 911, Computer Aided Dispatch (CAD) servers, GIS and other related technologies.

Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.

Establish and maintain cooperative and effective working relationships with others.

Analyze situations quickly and adopt an effective course of action.

Organize work with many interruptions and multiple tasks to meet schedules and timelines.

Fluent use of the English language.

Understand and follow written and verbal instructions.

Understand and interpret complex rules and procedures.

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Work appropriately with confidential material and information.

Work with speed and accuracy.

Follow safety rules and regulations.

Proficient with standard suite of Microsoft Office software and database applications, fax machine, and phone system.

Exercise a high degree of independent judgment in problem solving and decision-making.

Maintain regular and predictable attendance.

QUALIFICATIONS:

Graduation from a four-year college or university with a degree in information technology, business administration, telecommunication, or similar related field. Four or more years of telecommunications systems or 911 system experience. Any combination of experience/education which would indicate the ability to perform the duties of the position may substitute equally for the recruiting requirements.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:

Possession of a valid Washington State driver's license at time of appointment with maintenance thereafter. NENA ENP certification, desirable.

PHYSICAL REQUIREMENTS:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit at a computer terminal, frequent walking both indoors and out; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, stoop, or kneel. The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

WORKING ENVIRONMENT:

Indoor climate-controlled office environment. The noise level in the work environment is usually quiet. This position will interact with employees and customers on a daily basis.

MACHINES/TOOLS/EQUIPMENT/WORK AIDS:

Personal computer, copy machines, telephone, fax machine, e-mail, calculators, printers.

POTENTIAL HAZARDS:

The hazards are consistent within an office environment.

ANALYSIS OF PHYSICAL DEMANDS OF POSITION:

Activity	Percentage of time	Activity	Pounds
Standing	10% of time	Pulling	25 lbs.
Walking	10% of time	Pushing	25lbs.
Sitting	80% of time	Lifting	25lbs.
		Carrying	25 lbs.

The following abilities are required to perform the essential job functions:

Hearing	YES
Seeing	YES
Depth Perception	NO
Color Vision	NO

Seldom to occasionally the position will require the following activities: Stooping, Crouching, Crawling, Climbing, Balancing and Kneeling.

ADDITIONAL COMMENTS:

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Cynthia Shaffer, Human Resources Director

REVIEWED BY: Scott Hamel, Deputy Director Support Services

DATE: 9-22-2022

Revision date(s) _____

Created 12-12-21