

DIRECTOR OF EMERGENCY PREPAREDNESS

FUNCTION OF THE JOB

To be responsible for the development, administration, and direction of a consolidated emergency 9-1-1 PSAP and dispatch system, County public safety radio service operations, and emergency management functions; to serve as head of emergency government in accordance with Wisconsin Chapter Statute 166; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Serves as the department head and directs the overall operations of the department and supervision of the staff.
2. Directs, plans, and administers the overall operation of the Waukesha County Communications Center including cooperative working arrangements with participating jurisdictions for the effective and efficient dispatch of law enforcement, fire, and EMS.
3. Acts as the County's representative to the public and to all participating government jurisdictions, including cities, towns, and villages in the development of department policy.
4. Advises the County Executive, and coordinates input and feedback from participating police and fire jurisdictions, elected and appointed department heads, municipalities, citizen boards, various committees, commissions, and the general public on department practices, policies, and operations.
5. Acts as the County's representative for 9-1-1 and other public safety communications issues both on the state and federal levels.
6. Directs the preparation and implementation of the department's strategic plan including the operational policies, goals, and objectives.
7. Ensures that all complaints are investigated and addressed according to policy and procedures.
8. Develops and implements a public information program for citizen access to the 911 system and makes public presentations.
9. Directs the preparation and administration of the department's operating and capital budget and the authorization and implementation of approved expenditures.
10. Directs the development and implementation of new programs and services and the evaluation of the effectiveness of existing ones.
11. Acts as the spokesperson for department issues with County Board, State legislative members and committee, and federal regulatory agencies.
12. Directs the selection, supervision, training, and evaluation of department staff; and is responsible for the department's overall direction.
13. Oversee the establishment, revision, and administration of work methods, policies, procedures, and schedules to insure effective and efficient operations.
14. Directs the development, implementation, and maintenance of comprehensive policies and procedures regarding the department's services and programs.
15. Directs the Radio Services Operations including business and project management, policy and procedure development, financing, and interagency participation.
16. Directs the Emergency Government Division in the preparation for and response to natural and technological hazards that impact Waukesha County residents and the UASI region.
17. Directs the maintenance and testing of the County's Business Continuity Plan and directs the coordination of Countywide business recovery activities during declared emergencies.
18. Meets regularly with the Sheriff, Chiefs of Police, Fire Chiefs, EMS, or their designated representatives as well as the Communication Center staff to review policies, operational procedures, resolve problems, and plan for new or revised services.
19. Directs the preparation of periodic and special reports, statistical, financial, and other records.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES (continued)

20. Develops and maintains effective working relationships with representatives of federal, state and local government, technical advisory committees, municipalities, police, fire and EMS officials, community officials, County staff, and the general public.
21. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of federal, state, and local laws, codes, regulations, and standards concerning the operation of the services associated with the department, including public safety telecommunications, radio services, and emergency government functions.
2. Thorough knowledge of administrative, managerial, and supervisory principles and practices including budgeting, planning, program evaluation, and employee supervision.
3. Thorough knowledge of team building techniques and consensus management.
4. Comprehensive knowledge of quality improvement and strategic planning processes.
5. Comprehensive knowledge of the principles, practices, and techniques of negotiating and conflict resolution.
6. Considerable knowledge of the principles and practices of voice and data radio systems and their regulatory requirements.
7. Considerable knowledge of the principles and practices of public safety, phone networks and equipment, computer-aided dispatching methods, systems, and equipment.
8. Ability to effectively organize, direct, and manage an emergency communications function.
9. Ability to establish and maintain effective working relationships with representatives of federal, state and local government, technical advisory committees, municipalities, police, fire and EMS officials, community officials, County staff, and the general public.
10. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
11. Ability to plan, organize, and effectively present ideas, concepts, and recommendations.
12. Ability to communicate in public forums to promote the department's mission and objectives.
13. Ability to utilize word processing, database, Internet, and spreadsheet programs.
14. Ability to multi-task and work on a number of projects at the same time.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in criminal justice, fire science management, public administration, finance, business administration, or a closely related field.
2. Five (5) years of responsible professional work experience in public safety or a closely related field, two (2) years of which were in a supervisory capacity.
3. A master's degree in an appropriate area may be substituted for one year of the work experience.
4. Certification from Association of Public Safety Communications as a Registered Public Safety Leader (APCO-RPL) or as a National Emergency Number Association's Emergency Number Professional (NENA-ENP) within six (6) months of hire.