

Job Description

Job Title: Executive Director

Reports To: Chairperson of Board of Commissioners

Direct Reports: All positions

Effective Date: November 1, 2019

Revision Date(s): Original – 10/7/2019

SUMMARY:

The Executive Director for the Natchitoches Parish Communications District is a highly responsible administrative position involving planning, managing, and directing all phases of the operations of the Natchitoches Parish Enhanced 9-1-1 Emergency Communications System.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answers/Reports directly to the Chairperson of the Board of Commissioners of the Natchitoches Parish 9-1-1 Emergency Communications District.
- Provides information and recommendations to the Board of Commissioners, partner agencies, and the public to ensure the proper and efficient operation of the 9-1-1 Communications District and for emergency and public safety related 9-1-1 services.
- Plans, arranges, and manages the activities of the District and its various communications systems, facilities, programs, equipment and personnel.
- Implements, and administers approved policies, procedures, programs, etc.
- Plans, coordinates, and is responsible for the management oversight of the Emergency Communications Center (ECC) and must be able to identify issues and formulate solutions to problems and equipment malfunctions.
- Provides general direction and assistance to Emergency Communications Center supervisory personnel of partner agencies as well as contract personnel.
- Collaborates with partner agencies during training program development for all partner agencies and public safety personnel pertaining to the proper use and related limitations of the 9-1-1 communications system.
- Collaborates with partner agencies to determine workloads and associated minimum staffing levels and on a variety of other issues, and provides recommendations and guidance where appropriate.
- Monitors District revenues and expenses on a weekly basis, identifies trends, applies these trends to future revenue and expense projections and uses this data to prepare operating and capital budgets in accordance with state statute and agreed upon accounting procedures (AUP's).
- Presents annually a draft Operating budget to Budget/Finance Committee for review/concurrence, and then to the full Commission for adoption in accordance with District policy.
- Is responsible for the day-to-day oversight of District revenue receipt and payables, and ensures that both income and disbursements are within approved budgetary limits.
- Receives, logs into record, and arranges revenue checks daily and prepares in batches for weekly transfer to third party accounting firm for recording in the accounting system and preparation of bank deposit documents.
- Reviews monthly financial reports, which are prepared from data provided to the third party accounting firm, and distributes said reports to the Budget/Finance committee and the full commission for review and/or questions.
- Serves as District liaison to the District's third party support services including legal, accounting, external audit, technical support services, radio license management, geo file management services, and others.
- Is responsible for identifying and effectively managing all assets owned by the District.
- Is responsible to ensure that the public is appropriately informed of district activity by coordinating tours of the NATCOM facility in accordance with reasonable security measures. Prepares "press releases" which promote the positive aspects of the District's work and other public notices relevant to District activities and/or requirements by statute and ensures that they are distributed to the official journal for the district and other appropriate news outlets .
- Determines the need for, researches the issues, drafts and presents policy, pay and other proposals for Board consideration.
- Drafts and presents Resolutions that codify and place in the official record Commission District actions.
- Oversees preparations for Commission Meetings including room setup.
- Prepares a detailed Board agenda package in a fashion that provides full easy to read information regarding each agenda item.

- Participates in the agenda presentation and subsequent discussions as deemed appropriate.
- Insures that all systems, programs, and equipment meet the District's needs in the most efficient and economical manner consistent with budget limitations, sound engineering practices, operational procedures, and FCC Rules and Regulations.
- Performs walkthrough of facility each week day and identifies equipment malfunctions and/or deficiencies. Insures performance of scheduled equipment maintenance and inspections. Reports and supervises all communications, electronic, HVAC, electrical, vehicle, and other maintenance.
- Develops practices and procedures, which maximize the available systems, and personnel to improve overall operations.
- Manages and/or causes the management of all FCC licensing activities and represents the District with the FCC and the appropriate representatives and coordinates all District telephone service.
- Researches, evaluates need, and prepares specifications for the purchase of communications and electronics equipment along with maintenance contracts.
- Speaks on, and promotes the proper and effective use of 9-1-1 by invitation to civic groups, churches, etc.
- Prepares and maintains appropriate reports, correspondences, and records.
- Coordinates records control, and exchange between the District, State and other organizations.
- Actively promotes, and supports professional development activity for ECC staff members.
- Interprets policies set by the Board of Commissioners, and establishes procedures to implement them.
- Interviews, selects, and supervises District employees.
- Sets appropriate standards for work performance of District personnel; evaluates and recommends the need for additional personnel.
- Establishes work schedules and structures work assignments of District personnel.
- Evaluates employee performance and conducts performance evaluations with employees.
- Fairly administers personnel rules, policies, and procedures and resolves complaints.
- Reviews and strives to resolve complaints from public safety personnel, participating user agencies, residents, and visitors of Natchitoches Parish.
- Carries out responsibilities in accordance with the District's policies and procedures, applicable laws and regulations.
- Responsible for the appropriate security and access control measures for the NATCOM facility.
- Responsible for the effective and efficient parish addressing activity to include application process, site surveys, GPS, and ultimately the address assignment.
- Performs other duties as assigned

SUPERVISORY RESPONSIBILITIES:

- All positions.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the job duties.

Education and/or Experience:

- Bachelor's degree in public safety, public or business administration, government, telecommunications or closely related fields, **and**
- Minimum four years of increasingly responsible supervisory and technical management level experience in the telecommunications or emergency communications field; **or**
- Equivalent combination of education and experience.
- Certifications Preferred
 - (APCO) – Certified Public Safety Executive (CPE)
 - (APCO) – Registered Public Safety Leader (RPL)
 - (NENA) – Emergency Number Professional (ENP)

SPECIAL REQUIREMENTS; LICENSE(S) AND/OR CERTIFICATION(S)

- Prompt and regular attendance
- Professional attitude and appearance
- Participate in all mandatory job training and meetings
- Adhere to District policies and procedures
- Current and valid driver's license; good driving record; proof of auto insurance
- Overnight travel to attend meetings, conferences, etc.
- Willingness to work odd and irregular hours and be subject to call 24-hours-a-day, seven days a week.

EQUIPMENT OPERATED:

- General office equipment, Computer, Fax Machine, Copy Machine, Calculator
- Good working knowledge of Microsoft Office Suite of products

KNOWLEDGE, SKILLS AND ABILITIES:

- Must have a strong knowledge of Next Generation 9-1-1 (access to 9-1-1 services through pictures, videos, social media, text, etc.) and the potential impacts to Natchitoches parish.
- Must understand the architecture of both legacy and NG9-1-1.
- Ability to maintain confidentiality of business and financial matters and information related to the District, it's Board of Commissioners, citizens and employees.
- Ability to deal with the Board, the public, contractors, user entities and other agencies/organizations in a courteous, tactful, transparent and patient manner.
- Good interpersonal and leadership skills and ability to work as a team player with all levels of management and employees.
- Ability to communicate effectively and professionally verbally, in writing, and making presentation and utilizing proper business telephone etiquette.
- Ability to work in a fast-pace, high-energy and demanding work environment.
- Excellent time management skills; multi-tasks skills; ability to prioritize and coordinate details and work with frequent interruptions.
- Ability to reason and use good judgment and ethical conduct.
- Proficient with computer software or ability to learn within a short period of time.
- Considerable knowledge of management techniques and principles applicable to emergency communications systems and operations and the principles and methods of telephone and telecommunications operations and practices.
- Thorough knowledge of emergency and public safety services.
- Knowledge of the principles, practices, technology, and trends in public safety systems, operations and administration; computer-aided dispatch (CAD) public safety communications, radio and mobile data communications systems; training methods and principles; and installation, operation, maintenance, and design of public safety communications systems.
- Considerable ability to establish effective working relationships with subordinates, city, parish, local governmental public officials, and the public; and to communicate with technical and non-technical persons.
- Good speaking ability; tact; understanding of telecommunication theory and application.
- Extensive management skills in administering established policies and achieving goals and objectives.
- Excellent organizational ability to plan, formulate and execute approved policies and programs;
- Analytical mind to solve complex problems.
- Must have a good understanding of the functional processes associated with municipal and rural addressing.
- Must have a good understanding of the functionality and management of the Master Street Address Guide.
- Must have a good working knowledge of Esri Mapping software to include ad hock report generation.
- Must have the ability to perform workload studies and staffing analysis.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job functions.

- This position works in a professional office environment, however, is expected to be able to adapt to a number of situations that may arise and be related to the management and oversight of the NATCOM facility and any of its operating systems.
- Must have the ability to mobilize on short notice, and must also be physically capable of traveling to remote sites within and outside the parish if and when necessary.
- While performing the duties of this job, the employee is regularly required to sit; regularly use hands to handle, or feel objects, tools, or controls; and talk and hear. The employee is frequently required to stand, walk, and reach with hands and arms.
- The employee must occasionally lift and/or move up to 20 pounds.
- Specific vision abilities required by this job include close vision, distance and peripheral vision, color vision, and the ability to adjust focus.
- The noise level in the work environment is usually quiet.

SELECTION GUIDELINES:

Formal application, rating of education and experience; oral interview, reference and other background checks; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position. The job description does not constitute an employment agreement between the District and employee and is subject to change by the District as the needs of the District and requirements of the job change.

Employee Signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position, and has received a copy of this job description.

Employee/Contractor Signature: _____ *Date:* _____

Employee/Contractor Name (printed) _____

Employer’s Representative (printed name): _____ *Date:* _____