

Clinton County, Iowa
Communications Commission
Communications Director Job Description

Job Title: Communications Director	Reports to: Communications Commission and TOB
Department: Communications	Pay Band: D62
Revision Date: February 2, 2025	FLSA: Exempt

SUMMARY:

- The Clinton County Communications Director administers, supervises and is responsible for the overall operation and activities of the Clinton County Communication Center. The Communications Director reports to the Communications Commission and the 911 Board. This role is responsible for advising its governing boards on operations, activities, laws, and policies that are applicable to Clinton County Communications. This role is also responsible for executing the directives of these governing boards, while maintaining operations and people management.

Essential Job Duties and Responsibilities:

- Responsible for training staff, preparing and conducting performance evaluations, creating and coordinating work schedules of staff, granting leave for staff while assuring adequate staffing, tracking and administering overtime and equipment budgets, resolving and documenting any shift complaints and suggestions per departmental policies and procedures, regularly reviewing email and mail box and phone messages to check for matters requiring attention, and for providing communication services for all emergency first responders in Clinton County, including but not limited to Law Enforcement, Fire Service, Ambulance Service and emergency management communications.
- Keeps logs and procedure manuals and general orders current by maintaining and updating all manuals and dispatch logs for radio/telephone, dispatcher notes, calls for service, and the 911 log.
- Supervises the Technology Systems Manager to oversee the administration of the entire Clinton County Communications network to ensure it remains in an operational readiness state, is well maintained, and compliant with all local, state, and federal regulations and reporting requirements. This also includes but is not limited to maintaining the computerized dispatch system, handheld and mobile radio equipment, and tower and repeater sites in a state of operational readiness at all times.

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- Assures safety and security by supervising staff that monitors dispatch traffic and communications for situations involving the National Weather Service radar for pending severe weather and activating the Outdoor Warning System as needed.
- Administers and Supervises staff that receives and dispatches emergency and non-emergency telephone and radio traffic to appropriate officers/fire/ambulance by determining critical information needed for processing a call, establishing the nature of the incident, determining what agencies need to respond, and maintaining accurate records of the incident.
- Maintains confidentiality regarding sensitive departmental business by exercising professional judgment in discussing departmental affairs outside the department and assures confidentiality is maintained regarding records check requests and personnel matters.
- Contributes to a work environment that encourages knowledge of, respect for, and development of skills to engage with those of other cultures or backgrounds.
- Remains competent and current through self-directed reading of procedural manuals, a variety of resource material, and study of current police, fire, and ambulance operations, developing professional contact with colleagues, attending professional development courses, and attending training and/or courses required by the Clinton County Communications Commission.
- Supports the overall success of the Clinton County Communications by performing all other duties as assigned, by the Clinton County Communications Commission.
- Ability to plan and budget both the Communications Commission Budget and the 911 Board Budget.
- Responsible for the accurate and timely processing of bills and 911 surcharge checks.
- Attends various training courses, seminars, and conferences to maintain knowledge of current and future trends and developments in job related skills and techniques.
- Responsible for ensuring that all Communications Center equipment essential for operations, including but limited to: generators, dispatch consoles, and tower site(s) are maintained to meet specified requirements through various activities such as determining the needs of the center, making repairs on equipment as needed and/or forwards to vendors for repairs.
- Must have the ability to work beyond scheduled hours and respond to after-hour calls in a time sensitive, critical manner when required. Must be willing and available to provide on-call support 24/7 to handle emergency issues as needed.
- Develop short- and long-term maintenance plans for equipment in accordance with the future growth and current needs of the Clinton County Communications System.
- Plans, attends, and performs administrative duties for all Governing Board meetings; will arrange for designee if unable to attend. Able to answer inquiries, provide recommendations regarding departmental activities, operations, and policies; reports any unusual events, complaints and/or major equipment failure.
- Coordinates with County GIS and the County IT Department to maintain an accurate database of Clinton County Road names, street address spans, and law enforcement, fire, and emergency medical jurisdictions throughout the county.

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- Maintains certification on all Telecommunicator duties which includes CPR, EMD (emergency medical dispatching), IOWA/NCIC. Will be able to perform Telecommunicator duties to help when needed in emergent situations and/or as needed basis.
- Investigate all complaints received from the public, public safety agencies and/or employees. Will address, if needed, the Communications Commission or E-911 Board if warranted with actions and/or recommendations.

Minimum Qualifications Requirements - (Education and Experience):

- Bachelor's or higher degree preferred
 - Work and/or military experience may be substituted for education.
- Must possess a valid driver's license at the time of hire and maintain it throughout employment.
- Progressive responsible supervisory experience in public safety communications in a 911 communications center.

Minimum Qualifications – (Knowledge, Skills and Abilities):

- Must live within a 50-mile radius of the Clinton County Communications Center for critical response.
- Knowledge of local, state, and federal laws including but not limited to criminal laws, FOIA regulations, and HIPAA regulations.
- Considerable knowledge of law enforcement, fire, and emergency medical services procedures, job-related statutes, legal precedents, FCC rules, and the Code of Iowa
- Knowledge of Communications Commission and County Policies and Procedures.
- Knowledge of the procedures of the agencies that are served.
- Knowledge of telephone voice and data concepts.
- Knowledge of radio communications systems.
- Proven ability to effectively supervise personnel.
- Knowledge of management principles, budget planning, and budget management.
- Ability to communicate effectively both verbally and in writing.
- Ability to interact with a variety of people, some in emotionally stressful situations.
- Ability to adhere to policy.
- Ability to develop/implement administrative procedures/operations and to evaluate efficiency and effectiveness.
- Ability to make decisions, quickly analyze facts and utilize sound independent judgment in stressful and emergencies. The incumbent must perform competent decision-making in fast-paced, multi-task situations which will directly impact the services, systems, and reputation of the communication center.

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- Ability to establish and maintain effective working relationships with the public, law enforcement agencies, fire departments, EMS, governmental officials, supervisors and fellow employees.
- Ability to handle multiple projects and changing priorities. Ability to manage projects to successful conclusion.
- Ability to model, provide for and encourage the creation of a positive and respectful work environment.
- Working knowledge of all relevant Microsoft Office products.
- Ability to operate and adapt to best practices in records management through Computer Aided Dispatch (CAD).

Language Skills:

- Ability to read and comprehend general business and legal documents.
- Ability to write reports and business correspondence.
- Ability to effectively present information and respond to questions from groups of law enforcement officials and the general public.

Mathematical Skills:

- Ability to add and subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to create and interpret bar graphs.

Reasoning Ability:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to maintain confidentiality and security of law enforcement information as appropriate.

Work Environment:

- Noise – Moderate (example: business office with computers and printers, light traffic)
- Ability to work at times within stressful and confidential situations.
- Working with the public can cause exposure to unpredictable smells in example: perfume, smoke, body odor.

Physical Demands:

- Standing or being stationary – Approximately less than 1/3 of on-the-job time.
- Walking or traversing – Approximately less than 1/3 of on-the-job time.
- Sitting or being stationary – Approximately greater than 2/3 of on-the-job time.

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- Use of hands to finger, handle or feel or otherwise operate, activate, use, prepare, inspect, place, detect, or position items– Approximately greater than 2/3 of on-the-job time.
- Reaching with hands and arms or otherwise secure objects at a distance – Approximately less than 1/3 of on-the-job time.
- Stoop, kneel, crouch, crawl or otherwise position ones self to move – Approximately less than 1/3 of on-the-job time.
- Weight lifted/force exerted – Occasionally requires lifting objects up to 25 pounds.
- Vision – Most tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, texture, and visual cues or signals.
- Talking/Hearing or otherwise communicate, detect, converse with, discern, convey, express oneself, exchange information – Approximately greater than 2/3 of on-the-job time.

Certificates, Licenses, Registrations:

- Must possess or obtain within one-year dispatch certification as required by the Iowa Law Enforcement Academy during employment.
- Must possess or obtain within six months I.O.W.A./NCIC SYSTEM certification and maintain it throughout employment.
- Certification or ability to become certified within one year as an EMD-Q and EFD-Q through Priority Dispatch.
- Certification in ICS 100, 200, 300, 400, and 700 or ability to become certified within two years.

Supplemental Information:

- Clinton County is an EEO employer and will engage in the interactive process where necessary to determine if a reasonable accommodation can be implemented to permit any person to perform the essential functions of the job.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Employee Signature: _____

Employee Printed Name: _____

Date: _____