

# Washington County 911

## E-911 Director

### Responsibilities:

- Directs and administers E-911 operations;
- Supervises E-911 Dispatchers and other department personnel;
- Prepares and maintains reports and files for federal, state, and local authorities;
- Defines goals, sets expectations, and provides performance oversight and guidance to hiring and retention plans, quality assurance program(s), budget/purchasing, support service projects, department records management and Public Information Requests;
- Provides administrative presence during emergency management situations.

### Education and Experience:

- Requires High School graduation or graduate equivalent degree;
- Valid Texas Driver's License or acceptable alternative transportation method;
- Five years of experience in emergency dispatching;
- Five years progressively responsible experience in emergency communications management with broad exposure and practical application of emergency communications systems and associated software support systems;
- Experience in a county governmental entity preferred;
- Equivalent combination of education, training, and experience that provides the required knowledge, skills and abilities.

### Knowledge Skills and Abilities:

- Must possess a working knowledge of current laws, operations, trends and overall management of a 911 center;
- Must be available for emergency call-ins on weekends, holidays, disasters and after hours to support mission critical 24/7/365 operations;
- General management principles, Computer Aided Dispatch Systems, 911 call-taking and dispatching procedures;
- Ability to perform as a telecommunications operator.

### Certifications and Licensure:

- Certification as an operator of the Texas Law Enforcement Telecommunications system (TLETS) or ability to acquire within one year;
- Bachelor's degree in Business, Communications or a related field preferred;
- Association of Public Safety Communications Officials Registered Public Safety Leader (APCO RPL), National Emergency Number Association Center Manager Certification Program (NENA CMCP), or NENA Emergency Number Professional (ENP) certification(s) preferred.

**APPLICATIONS ARE AVAILABLE AT AND RETURNABLE TO**

**Human Resources Office**

**Washington County Annex Building**

**105 West Main, Suite 101 • Brenham, Texas**

**hr@wacounty.com**

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