TQRECC Director

Job Description

Job Title: TQRECC Director	FLSA Status- Exempt
	Supervisor: Chairman TQRECC Board

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

SUMMARY:

The Director of Tucumcari Quay Regional Emergency Communications Center (TQRECC) shall be in charge of the day-to-day operations of TQRECC. Consistent with decisions, policies, and direction of the TQRECC Board. The Director shall report directly to the Board and serves as an appointed position.

ESSENTIAL DUTIES & RESPONSIBILITIES

1. Operations management of the TQRECC

- Oversees daily operations at the TQRECC and ensures that sufficient staff are present to handle call loads
- Ensures all emergency and non-emergency calls for assistance, information or requests are relayed to the proper agency or personnel in a timely manner
- Maintain a liaison with all agencies utilizing the communication system.
- Maintains record of all incoming and outgoing radio transmissions and telephone calls
- Follows Federal Communications Compliance (FCC) and agency guidelines for dispatching
- Accesses and supervises employees connected to the National Crime Information Center (NCIC) and the New Mexico Law Enforcement Telecommunications System (NMLETS), utilize the systems to enter and remove wanted persons or articles, and ensures policies and procedures for confidentiality and security are followed.
- Reviews all previous shift data entry logs and other emergency files to ensure accuracy and completion and briefs responsible agencies about equipment problems.
- Develops policies and procedures pertaining to the current and future emergency protocols subject to approval of the board.
- Prepares reports and maintains files and manuals necessary for efficient operation of the communications center
- Recommends acquisition and upgrades of existing equipment and ensures that equipment failures are repaired as soon as possible.
- Sets objectives within available resources to achieve strategic and future goals.

- Manages and oversees all technology systems and resources for the TQRECC. Oversees upgrades, add-ons, and maintenance issues involving the Computer Aided Dispatch (CAD) system; serves as the administrator for the CAD system and Public Safety Answering Point (PSAP) manager.
- Sets the agenda for TQRECC board meetings.

2. Manages Personnel resources effectively to ensure proper operation of the TQREECC

- Devotes a substantial portion of time assigning and directly supervising work of dispatch employees.
- Acts upon leave requests, reviews annual performance evaluations as submitted by the TQRECC supervisor, and oversees disciplinary actions approved by the Board Chairman.
- Manages scheduling for the dispatch center to ensure that all shifts are adequately covered.
- Conducts training of personnel through providing career coaching, mentoring and arranging for outside training opportunities where appropriate.
- Develops policies for dispatch operations and standard operating procedures through approval of the Board.
- Ensures all policies, procedures, guidelines, laws, and ordinances are complied with.
- Coordinates hiring activities including applications, interviews, and selection processes with approval of the Board Chairman.
- Oversees disciplinary and termination procedures with approval of the Board Chairman.
- Ensures a positive working environment through open communication with staff maintaining positive employee morale.
- Ensures compliance with New Mexico Law Enforcement Academy (NMLEA) Dispatch training.

3. Manages administrative functions for the TQRECC including: budgeting, inventory control, and records management.

- Oversees and manages the TQRECC budget. Ensures that the budget is adhered to and provides monthly reports to the Board regarding budget status.
- Ensures all procurement is completed in accordance with state procurement code and within the fiscal policies of the fiscal agent.
- Develops realistic and complete budget requests for presentation to the board on an annual basis.
- Serves as the records custodian for the TQRECC including overseeing dissemination, storage, retrieval, retention and disposition activities of these records.
- Maintains an accurate and complete accounting of all inventory issued to the TQRECC including E911 equipment for Quay County and the New Mexico State Police (NMSP) in accordance with fiscal agent requirements.

Qualification Requirements:

Education, Certification, and Experience

This position is subject to Drug and Alcohol Testing which includes: pre-employment testing, post-collision testing, random testing, reasonable suspicion testing, return to duty testing, and follow-up testing.

Bachelor's Degree in any field preferred but not required and 4 years of experience in emergency communication of which 2 years must have been in a supervisory capacity. This position requires a comprehensive background investigation. This position requires that the applicant become a certified Dispatcher within 1 year of hire as well as maintain the certification for NCIC.

Required Skills:

- Leadership – Displaying attributes that makes employees willing to follow; applying effort to increase productiveness in areas needing the most improvement; establishing a spirit of cooperation and cohesion for achieving goals; making the right things happen on time; providing performance feedback, coaching, and career development to employees to maximize their probability of success; giving subordinates the authority to get things accomplished in the most efficient and timely manner.
- Speaking – Talking to others to convey information effectively
- Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Time Management – Managing one's own time and the time of others
- Monitoring – Monitoring/Assessing performance of yourself and employees to make improvements or take corrective actions.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Negotiation – Bringing others together and trying to reconcile differences
- Computer skills – Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy

Knowledge:

- Emergency Communication Administration and Management – Extensive knowledge of a 24-hour emergency communication center including familiarity with public safety functions and concerns and of the public safety communication's environment, demands, requirements and related laws, regulations and systems.
- Supervision – Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train and evaluate the work of assigned staff.
- Strategic Planning – Knowledge of strategic planning principles and theories.
- Customer service – Thorough knowledge of principles and processes for providing customer services. This includes meeting established quality standards.
- Transportation – Knowledge of the principles and methods for moving goods and people.
- English language – Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

- Administrative Management – Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership techniques, production methods, and coordination of people and resources.
  Computers and Electronics – Knowledge of electronic equipment and computer hardware and software.

Ability

- Ability to work independently or in a group and manage time effectively
- Ability to pay attention to detail and maintain accurate records and confidentiality
- Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies.
- Excellent ability to listen and understand information and ideas presented verbally and in writing.
- Ability to handle a variety of human resource issues with tact and diplomacy and in a confidential manner.
- Ability to establish and implement effective administrative programs and procedures.
- Ability to plan and organize daily work routine and establish priorities for the completion of work in accordance with sound time management methodology.
- Ability to retrieve statistical information.

Physical Demands:

- Requires sedentary work that involves sitting for long periods of time, but may involve walking or standing for brief periods of time and requires continual use of a computer keyboard and other peripheral devices.

Work Environment:

- Work is performed indoors.