

Storey County Job Description
Communications Specialist Lead Senior

Class Title: Communications Specialist Lead Senior
Reports to: Communications Director
FLSA Status: Non-Exempt
Grade: 126
Created: 07/02/2019
Last Revised:

JOB SUMMARY

The Storey County Communications Center is a division of the Storey County Commissioners' Office which processes Fire, Sheriff, and medical emergency and non-emergency dispatch calls for service 24-hours a day and seven days a week for all of Storey County. The Communications Specialist Lead Senior reports directly to the Communications Director, but also under certain circumstances, such as during Incident Command Systems (ICS) and in the absence of the Communications Director, reports directly to the County Manager.

This is a supervisory position within the Communications series. The incumbent must possess and exhibit strong leadership and management skills, including under extreme and sustained stress, and during emergency situations. Duties of the incumbent include, but are not limited to, assisting the director in recruiting, terminating, promoting, and assigning employees, and management of most or all operations within the Communications facility and its functions throughout the county. The incumbent assists in planning, developing, and administering all standard operating procedures, rules and regulations, federal and state regulations and policies, and all functions of the department.

DISTINGUISHING CHARACTERISTICS

This position has full authority to act in the absence of the Communications Director. The incumbent in this position fulfills a full-range of supervisory and non-supervisory duties and is fully responsible for the services provided by the department, including emergency communications between individuals, departments, and agencies in conformance with CJIS, NCIC, and NCJIS requirements; interacting and coordinating with other departments and outside agencies; assisting in department and needs planning; assembling budget requests and managing the department budget; seeking and managing grants; and performing related duties as required.

The Communications Specialist Lead Senior is distinguished from the Communications Specialist in that the Communications Specialist Lead Senior is responsible for day-to-day operations in the department and assisting the Communications Director in all aspects of department management and staff supervision.

EXAMPLES OF ESSENTIAL FUNCTIONS

The duties listed below are examples of the work typically performed by an employee in this position. Performance of these functions is the reason the job exists. An employee may not be assigned all duties listed and may be assigned duties which are not listed below.

- Answers and administers emergency 911 and non-emergency phone calls; retrieves, processes, and disseminates information while following standard operating procedures; maintains specialized safety bulletins; and tracks and reports status of officers, staff, emergency personnel, and apparatus.
- Determines and acts accordingly for emergency, non-emergency, and general communications; using Computer Aided Dispatch (CAD) retrieves, processes, and manages information including, but not limited to, mapping and Geographic Information Systems (GIS) data, personal criminal and other background information, contact information, incident information, specialized safety bulletins, and status of officers/fire staff/emergency personnel and apparatus.
- Appropriately interprets and applies federal, state, and local regulations, policies, and procedures governing dispatch operations; maintains a high level of mental fortitude at all times including during emergency situations.
- Multi-tasks and prioritizes in a timely manner; oftentimes performs all duties of the job under extremely stressful conditions, including during multiple emergency incidents occurring simultaneously, oftentimes with multiple frequencies and emergency 911 calls, internal and external participants, and other activities occurring simultaneously.
- Maintains strong and current familiarity with major roads, streets, areas, neighborhoods, prominent land forms and uses, and public facilities within county boundaries; maintains general and current familiarity with regions abutting the county; maintains a strong and current working knowledge of general automatic and mutual aid services and areas.
- Assists all aspects of communications on a countywide basis, inclusive of the Communications and Information Technology (IT) Departments and their functions, mountaintop and other repeaters, frequency allocations and licensing, APCO requirements, and all other communications within the county.
- Assist in planning, prioritizing, assigning, supervising and reviewing the work of staff involved in the Communications Center.
- Assists in the development of cost estimates, budgets, and progress schedules associated with the communications function; provides estimates and justification for the financial, staffing, facilities, and equipment requirements related to needs and available resources.
- Monitors, administrates, and maintains conformance with professional user agreements and licenses.
- Supervises Communications Center staff in the absence of the director and at other times as directed; assists in the preparation of and provides recommendations for employees' annual performance evaluations, disciplinary actions, promotions, demotions, terminations, and other personnel matters.
- Assists with the development and administration of department standard operating procedures, strategic planning, and policies; coordinates and communicates activities and other information with other departments and outside agencies; builds and fosters

collaborative relationships with other departments, outside agencies, media, public affairs officers, and the public; and responds to media requests and facilitates media interviews with the appropriate persons within the organization.

- Manages information related to programs, methods, budgets, staffing, organization, capital needs, and proposals related to the communications function; formulates and presents complex technical reports and recommendations to the director, county commissioners, federal, state, and local agencies, members of the public, and stakeholders; provides operational and technical support to other staff and departments.
- Reviews proposed federal and state legislation for possible fiscal, legal, and other impacts with regard to communications functions; provides comments and recommendations regarding the county's position on such legislative bills and proposals.
- Seeks grant opportunities that will improve the function of the department; coordinates with appropriate departments and staff for the proper administration of grants.
- Serves as a project manager and point of contact for special projects; performs a variety of highly skilled duties including, but not limited to, assembling, coordinating, and managing multi-disciplinary technical review teams made up of professional staff from other departments and other jurisdictions; coordinates and provides highly skilled technical and management advice and assistance to staff and management; leads various project review meetings; liaises with boards, committees, and agencies; causes the requisitions supplies and materials; develops, manages, and files project reports from beginning to closure.
- Serves as staff on a variety of boards, commissions, and committees; prepares and presents staff reports and other necessary correspondence.
- Responds to call-out in emergencies other than normal working hours. For example, responds to and actively participates in all-hazard Incident Command Systems (ICS); provides assistance in the integration of facilities, equipment, personnel, procedures, and communications operating within a common organization ICS structure; assists in coordinating responses among various jurisdictions and functional agencies, both public and private; and assists in establishing common processes for planning and managing resources in the ICS; assists departments on their emergency management and ICS plans.
- Assists in training activities and participates in educational opportunities related to communications as well as emergency management as applicable to the communications function; engages in continuous education, training, re-certification, and other professional development related to the position.
- Make decisions which are consistent with the mission, goals, and objectives, and unique attributes of the department; exhibits strong and sustained desire to learn about each community in Storey County and their specific needs; be actively involved in the community and its causes.
- Represents the county and the department in the court of law if necessary.
- Consistently demonstrate positive attitude and progressive actions through the display of professionalism, courtesy, tact, punctuality, attendance, and discretion in all interactions with coworkers, supervisors, and the public; use common sense discretion with no supervision; remain safe, socially moral, lawful, affective, adaptive, and efficient.
- Maintains all required certifications and licenses; attends and participates in professional group sessions; stays abreast of new trends and innovations related to the field.

QUALIFICATIONS

Knowledge of

- Federal, state, and local codes, regulations, policies, and procedures pertaining to the Communications Center and its functions.
- Advanced communications methods and equipment operations related to the position; universal communications vocabulary and expressive techniques.
- Principles of confidential file management and record keeping.
- Current practices, literature, and research methods in the field of communications and emergency management; fundamental principles and practices of local emergency management; training may be provided during employment.
- Basic principles of government budgets; basic federal and state grant application and administration practices and regulations.
- Correct English usage including grammar, punctuation, and vocabulary.
- Systems and software applicable to the position, such as CAD, mapping and GIS systems, Tyler Incode Systems, standard and computerized phone systems, NCIC/NCJIS criminal justice systems, radio and recording systems, Microsoft Office software, and general office equipment such as fax and copier machines.
- Principles of customer services and working within a team-oriented work environment; methods and techniques for dealing with the public during stressful situations.
- Principles of supervision and leadership.

Ability to

- Interpret, apply, explain, and administrate applicable federal, state, local, and organizational regulations, codes, and policies, including case law as applicable; read and interpret technical reports and specifications, and explain such in a clear and understandable manner to subordinate staff members; evaluate alternatives and make appropriate recommendations for problem resolution to subordinate staff.
- Develop and apply programs consistent with policies, goals, and objectives; gather, analyze, and present a variety of data; prepare detailed oral and written reports; communicate clearly and concisely orally and in-writing, including public speaking; and maintain accurate records.
- Exhibit and promote problem-solving skills; solve vaguely defined practical problems; attend to details while keeping “big-picture” goals in mind; show consistent use of “common-sense” and streamlining of governmental processes in decision making; analyze statistical, financial, and other data; identify viable alternative solutions; accurately project consequences; recommend or approve best possible options; ensure follow-through; and work effectively under pressure of deadlines, conflicting demands, and emergencies.
- Work independently and in a team environment; foster and enhance teamwork and positive climate in the workplace; work cooperatively with other employees and departments, state and local government agencies, and the public.

- Make and apply decisions which are consistent with the mission, goals, objectives, and unique attributes and needs of the department, the county, and the community; exhibit strong and sustaining desire to learn about each community and their specific needs; be actively involved in the community and its causes.
- Supervise and lead subordinate staff and coworkers in a supportive and positive manner; effectively train other department staff in the operation of systems and software, and standard operating procedures, applicable to the position.
- Deal courteously and communicate effectively with coworkers, the public, and others in a variety of different emotional states, from a variety of different backgrounds, and with different educational backgrounds and mental capacities; respond to and make decisions under stress of customers and others that may be confrontational and upset.
- Coordinate with appropriate staff to administrate grants and follow through with appropriate grant administration regulations and practices.
- As allowable by law, maintain and handle information in a highly confidential manner.
- At all times portray a professional and positive perception of the county and its efforts for improvement.
- Continue education and training to remain current on latest policies, practices, and required certifications.
- Remain safe, socially moral, lawful, affective, adaptive, punctual, and efficient.

LICENSING, EDUCATION & OTHER REQUIREMENTS

- Any combination of training, education, and experience that would provide the required knowledge and abilities as related to the position. A typical way to gain the required knowledge and ability is possession of an Associate's Degree or equivalent from an accredited college or university with a majority of coursework in communications or a closely related field; five years or more experience in management and a communications related field; two years of emergency management program management experience; or any combination of experience and education necessary to fulfill the duties and responsibilities of the position.
- Must have practical experience with Computer Aided Dispatch (CAD) systems, mapping applications including basic Geographic Information Systems (GIS), Tyler Incode Systems, enhanced 9-1-1 operations and software, Microsoft operating software, and all management information systems and software programs used in the field of communications.
- Must obtain within the first year of employment the following certificates of completion: Incident Command System (ICS) Level 100, 200, 700, and 800, and Nevada Insurance Pool's Human Resources Representative Program.
- Must pass a criminal background investigation.
- Must possess and maintain a valid Nevada Class C Driver License.

PHYSICAL REQUIREMENTS & WORKING ENVIRONMENT

The conditions and requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- Physical Requirements.** Strength, dexterity, coordination, and vision to use keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references, and other materials. Some reaching for items above and below desk level. Some reaching, bending, squatting, and stooping to access files and records is necessary. The manual dexterity and cognitive ability to operate a personal computer using word processing and databases. The ability to communicate clearly via telephone, CAD, and other audio and visual communications equipment used by the department. Light lifting (up to 50 pounds) is occasionally required. *In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.*
- Working Environment.** The position functions indoors in an office type environment where most work is performed at a desk or computer terminal. Position may occasionally be required to travel by motor vehicle to deliver materials and attend off-site locations, such as Emergency Operations Command (EOC) centers. Environment is generally clean with limited exposure to conditions such as dust, fumes, noise, or odors. Frequent interruptions to planned work activities occur. Incumbents frequently interface with stressed, panicked, angry, and disagreeable persons and groups. Work is oftentimes performed under extremely stressful situations resulting from citizen emergencies. Circumstances may include multiple emergency incidents occurring simultaneously, oftentimes with multiple frequencies and emergency 911 phone lines, internal and external participants, and other communications occurring simultaneously. Regularly attend meetings and other work related functions on weekends, holidays, day and night, and may be required to be on stand-by on times and days normally off-duty.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

Effective the _____ day of July 2019.

Upon approval the above language shall be amended into the Agreement between Storey County Government and Storey County Employees Association AFSCME Comstock Chapter.

Austin Osborne
County Manager

Administrative Officer

Tobi Whitten, President
AFSCME Comstock Chapter