



9-1-1 Deputy Director of Operations

Job Title: 9-1-1 Deputy Director of Operations

Reports To: 911 Directors of Operations and OPCD Board of Directors

Position Type: Exempt

Job Description

Job Purpose/Summary of Position:

This position is responsible for providing overall supervision to all consolidated communications center shifts, Training Coordinator and QA/QC and training staff, and the administrative staff. Also is responsible for the effective operation of the 9-1-1 center and ensures that all public safety agencies are properly supported with all aspects of 9-1-1 communications needs/requirements. This position is responsible for planning 9-1-1 long-term objectives, coordinating projects, preparing budgets, and achieving efficient operations in order to meet national standards of excellence and operating goals. This position requires collaboration with the OPCD Executive Director and his staff in order to ensure effective operations of equipment and facilities and reports to the OPCD Board regarding 9-1-1 operations. This job description is subject to change at any time, at the discretion of the OPCD Board of Directors.

Duties/Essential Functions:

- Support the Operations Director in the activities of the 9-1-1 operations staff and 9-1-1 administrative staff.
- Support the Operations Director in developing/updating operational plans and procedures for 9-1-1.
- Works closely with the Operations Director /HR Manager and recommends additions and/or changes to 9-1-1 policies and procedures manual.
- Support the Operations Director in determining, developing and implementing goals and objectives for the operational staff.
- Works closely with the OPCD Technology staff to establish policies and procedures for continuity of operations.
- Support the Operations Director in administering the performance evaluation program for the operations section.
- Works with the Operations Director to identify and correct operational deficiencies.
- Provides guidance to the Shift Supervisors, Floor Supervisors, and other operations employees as needed during day-to-day operations and major public safety incidents.
- Monitors operational performance metrics and implements changes with the approval of the Operations Director.
- Supervises the complaint investigation process.
- Acts on investigation recommendations per the discipline policies and procedures manual and working in collaboration with the Operations Director /HR Manager.



- May represent 9-1-1 during an emergency operations center (EOC) activation. Possibly serve as a member of the City's Unified Command in the absence of the Operations Director.
- In the absence of the Operations Director may represent 9-1-1 at public meetings, give presentations, and interface with agencies served by 9-1-1.
- Assists the Operations Director in the planning and implementation of both operational and capital budgets.
- Assists in the hiring process for new Operations staff.
- Assists in the preparation of statistical data analysis and compiles reports.
- Remains on-call 24 hours a day, 7 days a week, unless on pre-approved time off.
- May be required to work 24 hour operations during an emergency.
- Constantly operates office productivity machinery, including, but not limited to computers, monitors, copiers and printers.
- Other duties as assigned by Operations Director.

Education / Experience Requirements:

- Bachelor's Degree and some graduate studies preferred.
- Minimum of five (5) years of senior leadership experience in Public Safety or Emergency Management. PSAP experience in a consolidated center preferred.
- Completion of ICS 100, 200, 300, 400, 700, and 800 and possess a sound understanding of NIMS/ICS operations.

Skills / Qualifications:

- Demonstrated and thorough knowledge of principles and practices applied in a consolidated public safety communications agency serving law enforcement, fire, and EMS agencies.
- Demonstrated knowledge of applicable regulatory requirements and guidelines.
- Demonstrated experience with and knowledge of critical systems and technology necessary to provide effective 9-1-1 services.
- Demonstrated ability to lead a goal-oriented team.
- Demonstrated ability to make quick and effective decisions in a high-stress environment.
- Excellent communication skills both orally and in writing.
- Proven ability to work independently.
- Demonstrated comprehensive knowledge of city government.
- Demonstrated comprehensive knowledge of police, fire, EMS, and City EOC operations and demonstrated success in supporting those operations.
- Proven ability to establish and maintain positive working relationships with staff, user agency representatives, public officials and the general public.



- Must be able to effectively communicate with the city council, businesses, citizens, etc. Must be able to effectively respond to media inquiries/interviews.
- Demonstrated knowledge of governmental budget processes.
- Must be available on emergency basis 24-hours a day.
- Be able to effectively coordinate 9-1-1 operations with City EOC operations.
- Be able to develop good working relations with surrounding parishes 9-1-1 operations.
- Demonstrated leadership skills and proven ability to meet desired objectives.
- Proven ability to maintain a professional and orderly 9-1-1 center.
- Demonstrated knowledge and/or previous use of Microsoft office products
- Be able to successfully complete a Police background investigation and drug screening.

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