911 Director

Knox County Board of Commissioners | Mount Vernon, Ohio

Department: Knox County 911 Communications

Position Type: Full-Time | Unclassified | Exempt

Schedule: Monday–Friday, 8:00 a.m.–4:00 p.m. (Evenings and weekends as needed)

Compensation: Commensurate with experience

Position Overview

Knox County is seeking a dynamic and experienced public safety communications leader to serve as the Director of Knox County 911. This position provides strategic leadership and operational oversight for the County's emergency communications system, ensuring reliable, efficient, and technologically advanced services for law enforcement, fire, EMS, and the public.

Working under the direction of the County Administrator and advising the 911 Advisory Committee, the Director is responsible for the overall operation of the County's 911 communications center, including personnel, technology systems, budgeting, compliance, and long-term strategic planning.

Key Responsibilities

Leadership & Administration

- Direct and manage the County's 911 emergency communications operations

- Provide leadership and supervision to communications center personnel

- Establish and implement departmental goals, policies, and operational procedures

- Lead short- and long-term strategic planning initiatives

- Foster strong partnerships with law enforcement, fire, EMS, and regional agencies

Operations & Technology

- Oversee emergency communications technologies including CAD, 911 telephony systems, radio infrastructure, and mapping software

- Evaluate and implement innovative technologies to enhance operational effectiveness

- Ensure communications systems meet the needs of public safety partners

- Oversee system testing, fail-over procedures, and operational readiness

Quality Assurance & Compliance

- Conduct or oversee quality assurance reviews of call-taking and dispatch activities

- Evaluate performance during major incidents and implement improvements

- Ensure compliance with state regulations and industry standards

- Oversee development and enforcement of policies and procedures

Budget & Resource Management

- Develop and manage the department's annual budget

- Recommend infrastructure and equipment investments

- Manage vendor contracts and service agreements

- Ensure responsible stewardship of public resources

Stakeholder Engagement

- Represent Knox County at regional and national public safety meetings and organizations

- Respond to public inquiries and records requests

- Maintain collaborative relationships with public safety partners and community stakeholders

Minimum Qualifications

Candidates should possess a combination of education, leadership experience, and operational expertise in public safety communications.

- Bachelor's degree in Public Safety Communications, Telecommunications, Public Administration, or related field preferred

- Minimum eight (8) years of relevant experience in public safety communications

- Minimum five (5) years of supervisory or leadership experience in a public safety environment

Required Certifications

- APCO Certified Training Officer (CTO) within one year of employment

- LEADS/NCIC certification at time of employment

- NAED Communication Center Manager or APCO Registered Public-Safety Leader within two years

- Compliance with Ohio Administrative Code 5507-01-07(c) training standards within six months

Preferred certifications include NENA Emergency Number Professional (ENP) and APCO Certified Public Safety Executive (CPE).

Additional Requirements

- Valid Ohio driver's license and acceptable driving record

- Ability to maintain required certifications as a condition of employment

- Strong leadership, communication, and public administration skills

- Experience managing complex technology systems within a communications center environment

How to Apply

Apply online at: https://www.governmentjobs.com/careers/knoxcounty

Questions about the position may be directed to: courtneylower@knoxcounty.oh.gov

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