



## County Administrator's Office

340 South Sixth Street, Wytheville VA 24382-2598

Telephone (276) 223-4500

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**Position:** Assistant to the Deputy County Administrator for 911

**Department:** Consolidated 911 Dispatch

**Reports To:** Deputy County Administrator

**Location:** 290 South 6th Street, Wytheville, VA

**FLSA Status:** Non-exempt

**Full-time/Part-time:** Part-time

**Seasonal:** No

**Posted Until:** Until Filled

### Summary

Performs skilled administrative, management and technical work supporting the Deputy County Administrator in overseeing the operations of the Emergency Communications Center, ensuring effective 911 services, policy compliance, and coordination with county departments and external agencies. The Assistant aids in staff development, recruitment, scheduling, coordination, training, record-keeping, budgeting, and community outreach to enhance emergency communication efficiency in a rural setting. Work is performed under the general direction of the Deputy County Administrator. Direct supervision over the operations manager and 911 dispatchers.

### Work Schedule

- 32 hours per week, ordinarily spread across five days per week, flexible scheduling with meetings, events and coverage.
- Occasional on-call availability for urgent 911-related matters.
- May include occasional evening or weekend hours for trainings, community events, or emergency coordination.

### Essential Functions

- Operational Support: Assist the Deputy County Administrator in coordinating Emergency Communications Center activities, including monitoring daily operations, updating Standard Operating Procedures, and ensuring alignment with county, state and industry standards.
- Radio System: Work with the Department of Emergency Services to ensure 24/7 operation and maintenance of the public safety radio system, towers, frequencies and supporting equipment, towers and facilities.
- Administrative Coordination: Prepare and maintain files, records, and reports related to 911 operations, including call logs, staffing schedules, and compliance documentation; assist in generating reports for county officials and state oversight boards.

- Staff Support: Oversees staff, including preparing schedules, processing timesheets, tracking certifications, and organizing training sessions to maintain state and federal compliance.
- Budget Assistance: Aid in developing and monitoring the 911 budget, processing invoices, tracking expenditures, and identifying grant opportunities to support equipment upgrades or training programs.
- System Management Support: Assist in managing the Computer Assisted Dispatch (CAD) system, including user permissions, data updates, and coordination with IT staff for system maintenance. Ensure system security and operational compliance consistent with industry standards and VCIN and NCIC requirements.
- Mapping and Addressing Coordination: Work with GIS staff to support 9-1-1 addressing updates, notify residents of address or road name changes, and ensure accurate mapping for emergency response.
- Community and Agency Engagement: Represent the county at meetings of the Consolidated Dispatch Board, Local Emergency Planning Committee (LEPC), Virginia Department of Emergency Management (VDEM) or Regional Public Safety Answering Centers (RPAC); assist in coordinating with external 911 centers for training and best practices.
- Citizen Notification System: Support the management of the county's citizen notification system and wireless emergency alerts status, ensuring timely and accurate emergency alerts and system testing to residents.
- Grant Support: Research and assist in preparing grant applications to fund 911 equipment, training, or operational improvements.
- Compliance and Safety: Ensure compliance with local, state, and federal regulations, including Virginia State Police standards and Freedom of Information Act requests for phone/radio recordings.
- Training and Records: Maintain training records for staff certifications; schedule and document training sessions to meet state requirements.
- Event and Meeting Support: Assist in organizing community outreach events, trainings, or meetings related to 911 services, including preparing materials and coordinating logistics.
- Employee Health & Safety: Work with employees to recognize and manage stress arising from traumatic calls or incidents. Ensure secure working environment.

### **Knowledge, Skills, and Abilities**

- General knowledge of 911 systems, emergency communications operations, and related computer equipment (e.g., Computer Aided Dispatch, VCIN).
- Familiarity with federal and state regulations governing 911 communications and radio transmission.
- Knowledge and understanding of Wythe County's geography and emergency service procedures (sheriff, police, fire, EMS).
- Strong organizational skills for managing records, schedules, and reports.
- Proficiency in standard office equipment and software, including Microsoft Office and CAD systems.
- Ability to communicate effectively and courteously with the public, first responders, and county officials under stressful conditions.
- Ability to assist in budget preparation, grant research, and financial tracking.

- Strong interpersonal skills to build effective working relationships with county staff, external agencies, and community stakeholders.
- Ability to prioritize tasks and work independently in a fast-paced, rural environment.
- Basic understanding of GIS mapping and addressing for emergency services.

### **Education and Experience**

- Associate's degree in emergency management, public administration, criminal justice, or a related field, with coursework in telecommunications or 911 systems preferred.
- Significant experience in emergency communications, public safety or administrative operations, or an equivalent combination of education and experience.

### **Special Requirements and Job Development**

- Must possess an acceptable and safe driving record.
- Valid Virginia driver's license required.
- Obtain VCIN Operator's certification within 60 days of employment.
- Hold at a minimum a Basic Dispatcher School certification.
- Membership in professional associations (e.g., Virginia Association of Public Safety Communications Officials, APCO, NENA) encouraged.

### **Physical Requirements**

- Work requires occasional exertion of up to 25 pounds of force.
- Regularly requires sitting, speaking, hearing, and using hands to operate office equipment.
- Occasionally requires standing, walking, and repetitive motions.
- Standard vision and vocal communication required to interpret data, communicate with the public, and interact with first responders.
- Work involves preparing and analyzing written or computer data.
- Ability to operate motor vehicles and observe surroundings during site visits or emergency coordination.
- Work is generally performed in a moderately noisy office environment, with occasional fieldwork in emergency settings.

*This job description is not intended to be all –inclusive. An employee will also perform other reasonably related job responsibilities as assigned by the supervisor or County Administrator. Wythe County Administration reserves the right to revise or change job duties as the need arises. The job description does not constitute a written or implied contract of employment.*

*As an Equal Opportunity Employer, we are dedicated to nondiscrimination in recruitment, selection, hiring, pay, promotion, retention or other personnel action affecting employees or candidates for employment. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex/sexual orientation/gender/identity, national origin, disability, marital status, age, political affiliation, or protected veteran status.*