



**BROOKS COUNTY BOARD OF COMMISSIONERS**

**QUITMAN, GA**

**POSITION ANNOUNCEMENT**

**The Brooks County Board of Commissioners is currently accepting applications for the position of:**

**911 Dispatch/EMA Director, Brooks County, Georgia**

**Starting salary range: \$45,000 - \$55,000 annually (Commensurate of Experience/Qualifications)**

**FLSA Status: Full Time / Exempt**

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This position is responsible for the staffing, supervision, training and administration of the Emergency Management Agency and the 911 Communications Center in Brooks County. Reporting directly to the County Administrator, this position will work closely with Law Enforcement, Fire and Rescue and Emergency Medical Services to ensure the highest quality of emergency service is provided to Brooks County. This position requires a high level of responsibility, flexibility, attention to detail, the ability to work under pressure and the ability to maintain privacy and confidentiality in a 24hr/7-day operation.

**DUTIES AND RESPONSIBILITIES:**

- Responsible for staffing, training, scheduling, supervising, and evaluating the dispatch personnel for a 24 hr./7-day operation.
- Receives and evaluates complaints and suggestions from citizens, external agencies, and center personnel.
- Oversees workflow; conducts performance evaluations, makes decisions regarding recruitment, selection/hiring of personnel.
- Secures and maintains permanent records of emergency calls received and dispatched; monitors center operations, testifies in court, provides information to the public in regards to operations, directives, and procedures.
- Assists to develop plans and programs necessary to deal with all emergency situations within Brooks County and coordinates those plans with other counties and/or agencies.
- Prepares and plans procedures for responding to natural disasters and other emergencies.
- Coordinates and Communicates with the Georgia Emergency Management Agency prior to, during and post disaster to coordinate response and after-action planning.
- Manages the installation, the operation and the repairs/maintenance of all new and existing equipment, building and grounds to completion.
- Evaluates and maintains systems efficiency and ensures that all systems and all departments work cohesively together.
- Ensures that all policies and procedures are enforced.
- Identifies and investigates all public complaints and ensures quick and complete resolution.
- Responsible for maintaining an accurate database of Brooks County road and street

addresses.

- Responsible for maintaining the safety, security and confidentiality of the reports, the records, the building and the grounds surrounding the 911 Communication Center.
- Drafts and presents the department budget. Approves expenditures as authorized and monitors expenditures to ensure they are within budgetary guidelines. Maintains accounting records and prepares reports for the Board. Develops the long-range financial and capital improvement plans. Researches, writes, and manages applicable grants, including the monitoring of grant expenditures and preparing grant reports.
- Researches, prepares and communicates strategic long-term plans for Brooks County's 911 Communications Center.
- Establishes staff goals and objectives based on the department goals set by the County Board of Commissioners and Administrator.
- Communicates clearly and maintains an effective working relationship with all levels of the State, the County, the community and the public and asks questions or seeks direction from the appropriate sources when needed.
- Can locate resources for local, state and federal grant applications, complete grant applications and administer approved grant funding.
- Establishes practices and procedures based on the guidance of Homeland Security, NIMS, GEMA/FEMA, and other organizations that have influence on the operations of 911 Dispatch Services/EMA.
- Manages applicable contracts, which includes preparing RFPs, recommending and participating in the selection of vendors, and monitoring contract compliance.
- Has the willingness and flexibility to continually learn new regulations, procedures, equipment and systems and have the ability to train others.
- Has excellent problem-solving skills in stressful emergency situations and can react quickly and accurately to the situation.
- Can work in a supervisory capacity to build a knowledgeable team with a strong work ethic to meet department requirements and deadlines.

**MANAGER(S):**

- This position reports directly to the County Administrator.

**DESIRED EXPERIENCE:**

- Knowledge and understanding of New World Systems CAD and Mobile CAD, Core Technologies Talon, Motorola MCC7500 radio consoles, the Georgia Public Safety Communications System, and NFPA 1221 standards as they relate to a PSAP.

**EDUCATION AND MINIMUM REQUIREMENTS:**

- Bachelor's Degree in related field, or a combination of college level education, certifications, and experience to perform the job.
- Five years of 911 experience related to the operation of computers, radio, and telecommunications systems providing police, fire, and EMS dispatch operations.
- A minimum of 3 years must be in a supervisory capacity.
- Must possess an Emergency Number Professional (ENP) certification or Registered Public Safety Leader (RPL) Certification or be able to obtain one within the first 12 months of hire.
- Possession of or ability to readily obtain NCIC/GCIC certification.
- Must be at least 18 years of age.
- Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.

- All military experience must be documented on a DD214 with honorable discharge.
- Must be able to travel from place of residence to the 911 Communication/EMA facility within 30 minutes.
- United States citizenship.
- The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

**OTHER REQUIREMENTS:**

- Must have the ability to effectively operate and utilize a computer and any other equipment that is used to perform the essential duties and responsibilities of the job.
- Must be able to work longer hours on emergencies or projects as needed.
- Must be able to pass:  
Thorough background investigation; Medical and drug screening.

**BENEFITS:**

- After three (3) months, Employer provides full health and dental care.
- After six-month probation, Employer will provide paid vacation and sick leave, and holidays.

Brooks County, Ga. is an equal opportunity employer that offers a healthy work environment and benefits. Full scope of position and application for employment can be found at <https://brookscountyga.gov/career-opportunities/apply> Applications will be accepted by website submission, email, or mail (delivery of in-person applications are not permitted at this time) until the position is filled and should be presented to:

Brooks County Board of Commissioners  
Attn: Kim Daniels, HR Coordinator  
610 South Highland Rd. Quitman, GA 31643  
[kdaniels@brookscountyga.gov](mailto:kdaniels@brookscountyga.gov)