TOMPKINS COUNTY CIVIL SERVICE
VACANCY
Inclusion Through Diversity

OPEN TO THE PUBLIC
Tompkins County Department of Human Resources Office
125 E. Court Street
Ithaca, NY 14850
(607) 274-5526

Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply.

TITLE:  Director of the Department of Emergency Response

SALARY:  Hire rate $84905.60- $92227.20 Work Rate

TYPE OF EMPLOYMENT:  Full Time

ISSUE DATE:  01/22/21

THE FINAL DATE TO FILE APPLICATIONS:  02/21/21

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING:  02/22/21

RESIDENCY WAIVED

MINIMUM QUALIFICATIONS:

(a) Graduation from a regionally accredited or New York State registered four year college or university with a Bachelors Degree in Business Management, Public or Business Administration, Communications, Telecommunications, Communications Technology, Information Technology, Computer Science, Criminal Justice, or a closely related field AND four years of full-time paid (or the equivalent part-time and/or volunteer) experience in a public safety or emergency response department/agency, two years of which must have been in a position involving public safety supervision and/or supervision of dispatchers receiving calls for assistance; OR

(b) Graduation from a regionally accredited or New York State registered two year college with an Associates Degree Business Administration, Communications, Telecommunications, Communications Technology, Information Technology, Computer Science, Criminal Justice, or a closely related field AND six years of full-time paid (or the equivalent part-time and/or volunteer) experience in a public safety or emergency response department/agency, two years of which must have been in a position involving public safety supervision and/or supervision of dispatchers receiving calls for assistance; OR

(c) Graduation from high school or possession of a high school equivalency diploma AND ten years of full-time paid (or the equivalent part-time and/or volunteer) experience in a public safety or emergency response department/agency, two years of which must have involved public safety supervision and/or supervision of dispatchers receiving calls for assistance; OR

(d) Any combination of training and experience equal to or greater than that described in (a), (b), and (c) above.

SPECIAL REQUIREMENTS:

This position is considered to be a public officer. Pursuant to Article 3 of the NYS Public Officers law, the holder of this position must be a United States citizen.

The candidate must possess a valid New York State driver's license within 30 days of appointment and maintain such license for the duration of employment.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.
DISTINGUISHING FEATURES OF THE CLASS:

The Director of the Department of Emergency Response is responsible for the efficient administration and operational integrity of all aspects of a 24 hour per day, seven-day per week, dispatch center and 911 communications system, including the interoperable radio communication system. The incumbent is responsible for and oversees the development of the County’s role in the County’s Emergency Management Plan and assists in the administration and continuing evaluation of emergency management services training programs, mutual aid plans and communication relative to various aspects of the provision of emergency services in Tompkins County. The Director shall review and coordinate all hiring, training, supervision, and evaluation of agency personnel. The Director shall be responsible for the direct supervision of the Deputy Director and Communications Center Manager. The Director is expected to maintain an effective working relationship with subordinates, police, fire and ambulance personnel, the news media and the general public. The Director of the Department of Emergency Response should maintain a high degree of technical knowledge and the expertise, competency and proficiency necessary to keep the emergency services program fully staffed and running efficiently. The incumbent works under the administrative oversight of the County Administrator. Supervision is exercised over the work of all subordinate personnel. The Director of the Department of Emergency Response will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Coordinates and oversees the development and implementation of the physical and technical aspects of the Communications and Emergency Management structures and infrastructure;
- Provides technical hardware and software support for radio communication systems, CAD and records management software;
- Interacts with various advisory committees regarding the siting of towers and general operation of the communications center;
- Prepares information about the program for public dissemination and promotes and coordinates cooperation among user municipalities and service providers;
- Coordinates with the County Planning Department and various local government agencies to site communications towers;
- Assists in the resolution of conflicts and disputes arising out of the operation of the system or siting of various components;
- Works directly with service providers and outside vendors to implement the installation of towers and other relevant components of the emergency communications system;
- Coordinates local emergency response in planning, and maintaining the County Emergency Management Plan;
- Leads local emergency public awareness activities such as emergency planning and emergency drills including coordination of functional, tabletop or full-scale exercises, development of scenarios, objectives and critique;
- Coordinates the functions of departments which have an emergency status during natural or man-made emergencies;
- Responds to the scene of major emergencies in order to observe and assist emergency management and public safety personnel as required;
- Establishes a workable and practical emergency preparedness warning and information system capable of receiving warnings and disseminating information to key officials, emergency personnel and the public;
- Maintains the county inventory of equipment and materials required for emergency preparedness;
- Promotes emergency preparedness and other preventative activities through public speaking engagements, use of the media for public information, education and training;
- Manages funds received under various federal and state programs and other fiscal aid programs and maintains related records;
- Supervises and evaluates the proficiency of the communications center personnel;
- Mediates personnel problems if necessary;
- Prepares all personnel records for submission to the Human Resources Department and ensures the validity of time cards;
- Investigates and takes appropriate action with regard to complaints about the operation of communications center or its employees;
- Responsible for the preparation and monitoring of the disbursements of the department's annual budget;
- Ensures the development and implementation of the department’s operational procedures and administrative policies;
- Responsible to ensure that a system failure and back-up plan to mitigate the effects of a total or partial system failure is in place;
- Administers agreements between Tompkins County and various hardware, software and service vendors for the installation and operation of the communications system;
- Keeps the County Legislature informed of all major problems or issues;
- Represents the County in the area of public safety communications;
Attends job related training, seminars, etc., as appropriate or as required.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of the principles, practices and techniques of emergency management services procedures;
- Thorough knowledge of the trends, developments, and current literature in the field of emergency management planning services;
- Thorough knowledge of performance and applications of modern emergency telecommunications equipment;
- Thorough knowledge of emergency telecommunications equipment interfacing methods and practices;
- Thorough knowledge of the use of software for computerized dispatching;
- Good knowledge of the telecommunications operating methods and the service provided by police, fire and EMS agencies and companies in the County;
- Good knowledge of the manner in which calls for emergency services are received and assistance dispatched;
- Good knowledge of the geography of the County;
- Good knowledge of the principles and practices of public administration as they relate to organizational planning, purchasing and budget preparation;
- Good knowledge of the principles and practices employed in the preparation of an Emergency Management Plan;
- Working knowledge of the uses and design of relational databases and;
- Working knowledge of public relations principles and techniques;
- Skill in the operation and minor maintenance of modern telecommunications equipment, including radio systems and computerized dispatching programs;
- Ability to plan, direct and supervise the work of subordinate employees;
- Ability to establish and maintain cooperative working relationships with a wide variety of individuals including government officials as well as emergency services providers;
- Ability to understand and interpret a wide variety of written material including complex technical manuals;
- Ability to plan and direct a program;
- Ability to prepare and present a variety of oral and written reports;
- Initiative, resourcefulness, tact, courtesy and good judgement are required;
- The physical condition of the incumbent shall be commensurate with the demands of the position.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

Physical:

The employee must be able to sit for extended periods of time within a standard eight-hour work day. Other types of physical effort are minimal except for the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The incumbent’s visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen or otherwise be able to accurately manage and manipulate information, using computer software and hardware systems, with or without reasonable accommodations. The employee’s ability to hear and communicate (verbal or written) must be adequate to enable them to understand and carry out detailed instructions. The employee must possess the knowledge and ability needed to utilize office equipment, including computer systems, inclusive of necessary software and operating systems, with or without reasonable accommodations. In respect to the physical demands of this position, there may moderate visual effort and repetitive hand/finger movements associated with the execution of the tasks delegated with this role. The employee must have the physical ability to manipulate a computer keyboard and other types of office equipment requiring moderate precision, manual dexterity, and operating knowledge/skill or otherwise demonstrate the ability to meet the requirements of the job. The risk of personal injury is minimal to moderate.

Mental:

Mental factors include the ability to multitask and prioritize. Mental focus and the ability to offer calm leadership during a crisis is required. The employee will need the aptitude to understand regulatory requirements within a dispatch operation. The employee must possess a solid intellect and a good memory. It is necessary for an employee to keep track of details. He or she must have the ability to concentrate and make logical and informed decisions. This work may involve considerable demands from tight deadlines, rush orders and/or frequent exposure to distressing human situations.

Environmental:

Environmental factors include the ability to work closely and cooperatively in close physical proximity with others. There is a considerable amount of travel and networking outside of the office environment. The work can occasionally result in moderate exposure to disagreeable outdoor conditions. The employee may occasionally work alone. A great majority of the work is
performed indoors in a temperature-controlled environment, so excessive heat, cold, humidity, noise, etc., are not factors that are significant to this job.

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FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices are prohibited. You may not bring books or other reference materials.

CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE: When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at http://www.tompkins-co.org/personnel/CivilSrvForms/index.html

FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application.

ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

BACKGROUND INVESTIGATION: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850