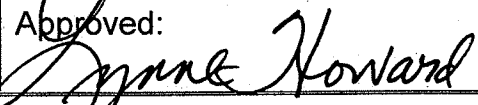


# NEW CASTLE COUNTY GOVERNMENT

Number: 1194  
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Date: 01/26/10

## CLASS SPECIFICATION

Title: ASSISTANT CHIEF OF EMERGENCY  
COMMUNICATIONS

Approved:  


GENERAL STATEMENT OF DUTIES: Assists the Chief of Emergency Communications in the management of the County's emergency communications activities to ensure quality service in all areas to the citizens of New Castle County; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class assists the Chief of Emergency Communications in overseeing major functions and operational activities of the emergency communication functions for New Castle County. This employee performs responsible work in the administration, allocation and supervision of the day-to-day operations. This employee coordinates activities relating to administration, budget, and operational support, research of new technology, procurement and maintenance of related equipment. This employee is responsible for implementing all decisions made by the Chief of Emergency Communications and for coordinating activities with the appropriate public safety agencies. This employee is the custodian of records and maintains chain-of-custody for the County's 9-1-1 telephone system's recordings and computer aided dispatch records management systems. This employee maintains operational control and procurement of the county and state wide radio system in conjunction with the state, federal and local regulations. This employee utilizes independent judgment and initiative in carrying out these duties and in making decisions affecting the delivery of services. This is a confidential position dealing with sensitive labor relations matters. The work is performed under the general supervision of the Chief of Emergency Communications or his/her designee.

### EXAMPLES OF WORK: (Illustrative only)

- Executes orders and directives of the Chief of Emergency Communications;
- Maintains strict fiscal integrity of the emergency communications activities;
- Prepares an annual budget request for his/her section for review and approval by the Chief of Emergency Communications;
- Supervises the Training Officer Coordinator and the Quality Assurance Administrator to provide quality programs to meet or exceed standards set by accreditation;
- Develops and initiates policy and procedures to meet the challenge of the ever-changing environment, new technologies and equipment related to public safety communications;
- Re-records and maintains a Chain of Custody of the County's 9-1-1 telephone and radio calls and is the Custodian of Record for the CAD system;
- Executes agreements relating to contractual reimbursement, including the submission of quarterly billing statements;
- Assists in establishing and implementing policies and procedures for the provision of emergency services throughout New Castle County;
- Impartially enforces the rules of conduct governing members of the department and takes necessary disciplinary action as authorized, warranted and approved by the Chief of Emergency Communications;
- Prepares specifications for vehicles, equipment and supplies and ensures vendor compliance with bid specifications;
- Remains on call for emergencies and serious problems;
- Coordinates and monitors the assignment, inspection, maintenance and repair of vehicles and equipment and ensures the efficient operation of equipment;
- Assures confidentiality of records and safeguards information and documentation;

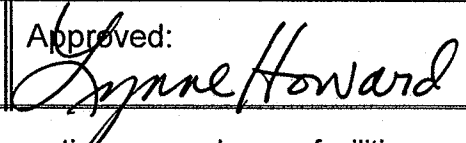
**NEW CASTLE COUNTY GOVERNMENT**

Number: 1194  
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**CLASS SPECIFICATION**

Title: ASSISTANT CHIEF OF EMERGENCY  
COMMUNICATIONS

Approved:



- Coordinates the inspection of departmental operating procedures, facilities and performance to ensure compliance with established standards and polices;
- May take command of emergency communications staff and units, directly or through subordinate personnel, during major emergency incidents and special/unusual situations;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:** Comprehensive knowledge of modern principles, methods and procedures of the administration of emergency communications; thorough knowledge of departmental and divisional rules and regulations; thorough knowledge of the principles and procedures of public administration; good knowledge of municipal, State and federal laws and regulations governing the delivery of emergency services; working knowledge of incident management and incident command systems; ability to plan, assign, direct and review the work of subordinates; ability to command the operation of multiple emergency services activities and personnel under emergency conditions; ability to establish and maintain effective working relationships with subordinates, cooperating agencies, officials and the general public; ability to communicate courteously and effectively, both verbally and in writing.

**MINIMUM QUALIFICATIONS:** At least three (3) years progressively responsible experience as a Platoon Leader within the emergency communications section and possession of Bachelor's Degree from an accredited college or university with major course work in business administration, public administration, or related field; or an equivalent combination of education, experience and training directly related to the required knowledge, skills and abilities; two (2) consecutive satisfactory or better performance evaluations and an overall performance rating of satisfactory or above in the year applying for promotion. Any record of discipline that resulted in suspension during the twelve (12) months preceding the application for promotion shall be reviewed to determine eligibility for promotion.

**PREFERRED QUALIFICATIONS:** Active participation in a departmental workgroup or project, which shall be defined by the Chief of Emergency Communications or his/her designee.

**ADDITIONAL REQUIREMENTS:** Must maintain certifications in police, fire and emergency medical protocols and a basic telecommunicator course to include the training officer course. May be required to pass a Class III County physical and psychological examination and background check.

**HISTORY OF REVISIONS:**  
Established: 01/26/10