

NEW CASTLE COUNTY GOVERNMENT

Number 1185

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Date 01/01/04

CLASS SPECIFICATION

Title: EMERGENCY SERVICES ASSISTANT MANAGER

Approved:

Patricia Lutz DiSteno

GENERAL STATEMENT OF DUTIES: Assists the Deputy Chief of Emergency Services in the management of the County's emergency services 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 in overseeing major functions and operational activities of the emergency communications function of the Police Department. This employee is responsible for the command and control of the day-to-day operations and coordinates activities relating to administration, budget, operational support, purchasing, procurement, and maintenance. This employee is responsible for implementing all decisions from superiors and for coordinating activities with the appropriate outside agencies. This employee exercises independent judgement and initiative in carrying out these duties and in making decisions affecting the delivery of services. The work is performed under general supervision of the Deputy Chief of Emergency Services.

EXAMPLES OF WORK: (Illustrative only)

- Executes orders and directives of the Deputy Chief of Emergency Services and/or Chief of Police;
- Responsible for the maintenance of strict fiscal integrity of communications activities;
- Assists in preparing, coordinating, monitoring, and controlling all aspects of the operating and capital budgets and maintains related records;
- Assists in preparing, coordinating, monitoring, and controlling all aspects of the 9-1-1 Center;
- Coordinates and monitors the required certification status of personnel to ensure compliance with State laws and regulations;
- Assists in establishing and implementing policies and procedures for the provision of 9-1-1 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 Deputy Chief of Emergency Services and/or Chief of Police;
- Attends meetings and reports on activities as required;
- Prepares specifications for equipment and supplies and ensures vendor compliance with bid specifications;
- Coordinates and monitors the assignment, inspection, maintenance, and repair of equipment and ensures the efficient operation of equipment;
- Assures confidentiality of records and safeguards information and documentation;
- Remains on call for emergencies and serious problems;
- Coordinates the inspection of departmental operating procedures, facilities, and performance to ensure compliance with established standards and policies;
- Develops, schedules, and conducts training programs;
- May take command of emergency communications staff and units, directly or through subordinate personnel, during major emergency incidents and special/unusual situations;
- Performs related duties as required;
- Promotes an ongoing attitude of dedication to excellent public service and ensure that external and internal customers are provided with the highest quality of service;
- Operates a data processing terminal, personal computer, and other related equipment in the course of the work.

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REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of modern principles, methods, and procedures of the administration of emergency services; through knowledge of departmental and divisional rules and regulations; good 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; good 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; sound judgement; integrity; tact; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least three years of progressively responsible experience in the area of emergency services or a related field with New Castle County and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration, public administration, or related field; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

HISTORY OF REVISIONS:

Established: 11/01/97
Revised: 05/01/01
Revised: 01/01/04