

VACANT POSITION

DEPARTMENT: EMERGENCY COMMUNICATIONS (911)

OBTAIN APPLICATION: <http://spaldingcounty.com/careers.php>

**SUBMIT COMPLETED APPLICATION AND PROOF OF EDUCATION TO:
employment@spaldingcounty.com or to 119 E. Solomon Street, Room 110**

CLOSING DATE: Until Position is Filled

Job Title: 911 Deputy Director (position #1700)
Salary: Pay Grade PS23; Hiring Rate \$67,600
Provisions of Personnel Ordinance for promotion/demotion/transfer
Work Schedule: M-F, 8:00 a.m. – 5:00 p.m.; and overtime as required.

This position has been determined to be exempt under the overtime provisions of the Fair Labor Standards Act.

MINIMUM TRAINING AND QUALIFICATIONS:

High school diploma or GED. Three (3) or more years of progressively responsible emergency communications experience in a public safety answering point, including at least three years of supervisory or management experience. An equivalent combination of relevant education, training, certification, and experience may be considered.

PREFERRED QUALIFICATIONS:

Associate or bachelor's degree in emergency management, public safety, public administration, communications, organizational leadership, business administration, or a related field. Experience in a consolidated or multidisciplinary emergency communications center. Experience with quality assurance, employee development, policy implementation, accreditation, continuity planning, budgeting, contract administration, project management, or public-safety technology. Experience participating in NG911 or other mission-critical system implementations. Demonstrated experience developing supervisors and leading multi-shift or multi-agency initiatives. Relevant leadership, instructor, emergency communications, quality assurance, emergency-management, or professional certification.

CERTIFICATIONS AND CONDITIONS OF EMPLOYMENT:

Must successfully complete required background screening and remain eligible for access to criminal justice information, restricted facilities, and public-safety systems. Must obtain and maintain Georgia P.O.S.T. communications officer certification and all GCIC/NCIC, CJIS, emergency-dispatch protocol, emergency medical, and system-access credentials required for assigned duties. Must complete required continuing education, County-mandated training, and applicable National Incident Management System and Incident Command System courses. Must maintain regular and reliable attendance and be available outside normal business hours when significant operational needs are required. Must maintain a valid driver's license when driving is required for assigned duties.

GENERAL STATEMENT OF JOB: The Deputy Director provides department-level leadership and operational oversight for Spalding County's 24-hour emergency communications operation. The position establishes operational standards, develops supervisors, oversees quality assurance and performance improvement, coordinates resources, and promotes consistent service across all shifts. Shift supervisors remain responsible for routine floor management, employee deployment, and shift-level decisions. The Deputy Director addresses escalated, cross-shift, systemic, and department-wide matters; assists the Director with strategic, administrative, and organizational responsibilities; and serves as acting Director when designated. This position reports to the 911 Director.

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of office equipment and communications machines, equipment and/or tools etc. Must be able to use body members to work, move or carry objects or materials. Physical demand requirements are at levels of those for sedentary work.

ESSENTIAL JOB FUNCTIONS:

ALL FUNCTIONS MAY NOT BE PERFORMED BY ALL INCUMBENTS.

Establishes department-wide standards for call processing, dispatch, radio operations, documentation, responder safety, workload management, and continuity of service.

Guides and develops shift supervisors and promotes consistent application of policies, protocols, performance standards, and chain-of-command expectations.

Monitors performance across all shifts and addresses escalated, recurring, systemic, or department-level operational concerns.

Reviews staffing requirements, vacancies, overtime, leave patterns, workload, and service demands and coordinates responses to significant coverage concerns.

Provides department-level leadership during major incidents, severe weather, staffing emergencies, system failures, relocations, and continuity activations.

Maintains on-call availability for matters requiring executive guidance, additional resources, significant operational decisions, or interagency coordination.

Provides temporary call-taking, dispatch, or radio coverage during critical staffing shortages or emergencies when necessary to maintain service.

Oversees quality assurance and performance improvement, including evaluation standards, incident and complaint reviews, performance measures, reporting, coaching follow-up, and corrective-action monitoring.

Reviews recordings, operational records, and performance data to identify service, training, policy, equipment, supervision, or accountability concerns.

Coordinates recognition, coaching, remedial training, administrative review, process improvement, and corrective action in accordance with County and Department requirements.

Develops and maintains operational policies, procedures, performance standards, emergency plans, and continuity procedures in coordination with the Director.

Assists the Director in implementing the Department's mission, values, strategic goals, and organizational priorities through policy, training, performance expectations, and employee development.

Ensures operational compliance with applicable laws, County and Department policies, Georgia P.O.S.T., GCIC/NCIC, CJIS, records requirements, interagency agreements, emergency dispatch protocols, and professional standards.

Supports accreditation, certification, inspection, and audit readiness by maintaining documentation, monitoring compliance, and coordinating corrective actions.

Supervises and evaluates assigned personnel and supports recruitment, onboarding, training, probationary evaluation, retention, succession planning, and career development.

Coordinates operational technology, cybersecurity, interoperability, system redundancy, equipment lifecycle, facility needs, and service concerns with information technology personnel, facility staff, vendors, and partner agencies.

Represents operational users during system planning, procurement, testing, implementation, upgrades, disaster recovery, and continuity planning.

Assists with strategic planning, budgeting, contracts, grants, equipment replacement, resource requests, reports, and special projects.

Monitors assigned expenditures, contracts, projects, and operational resources and identifies emerging staffing, budget, equipment, and replacement needs.

Prepares and presents operational reports, briefings, performance information, resource requests, and agenda materials to County leadership, governing officials, partner agencies, and other stakeholders.

Represents the Department at meetings, exercises, committees, hearings, and community or professional events.

Assists with significant complaint reviews, internal administrative reviews, disciplinary matters, and records requests in coordination with the Director, Human Resources, and other appropriate officials.

Maintains current knowledge of emergency communications laws, technology, professional standards, and industry practices.

Serves as acting Director when designated and performs other related duties as assigned.

Performs other related duties as required.

ADDITIONAL JOB FUNCTIONS

Performs other related duties as required.

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September 14, 2026