



**JOB POSTING  
CITY OF FRANKFORT  
E911 Manager**

As Kentucky's Capital City, Frankfort is committed to preserving its unique history while taking a proactive approach to building its future. We promote an enhanced quality of life, work and play by providing professional services in a responsive, timely and compassionate manner that meets and exceeds expectations of all our citizens.

Our employees enjoy a supportive work environment, offering work/life balance and a real opportunity to make a difference.

**E911 Manager, Frankfort, KY  
Full time position**

Under general direction, position is responsible for performing administrative work in planning, organizing, directing, coordinating and evaluating the activities of the E911/Dispatch communications center. This position reports to the Police Chief and manages a staff of eighteen.

Key Responsibilities Include:

- Establishes appropriate and reasonable service levels and supervises the development, work plans, staffing, equipment requirements, cost projections, and employee schedules necessary to provide service in a timely and cost efficient manner.
- Oversees personnel activities; administers discipline and supervises employee relations; ensures that rules, regulations, policies, and procedures are uniformly and fairly enforced.
- Works directly with the selection and promotion of departmental personnel.
- Administers the training activities for employees in all departments and divisions, which utilize the radio communications, 911 and enhanced 911 system.
- Establishes and coordinates communications between all city departments and other governmental agencies.
- Coordinates communications activities with state, federal and other police and fire agencies.
- Meets with the staff, various levels of professional agencies, citizen groups, committees, and others in an attempt to resolve communication problems.
- Develops, updates, implements and approves policies and procedures relative to communications activities.
- Administers Division budget.

- Develops new concepts, long-range projects and forecasts to determine future costs, personnel needs, equipment requirements, and to anticipate future contingencies.
- Determines the short range needs and plans for the Division.
- Directs research and special studies geared toward improving service levels, efficiency and cost effectiveness of Division operations.
- Evaluates and approves project recommendations concerning the cost effectiveness of various alternatives.

Candidate Competencies Include:

- Is knowledgeable about the subject matter, procedures, requirements, regulations and policies related to area of responsibility.
- Ability to maintain composure and self-control.
- Ability to react quickly and calmly with good judgement in emergency situations.
- Communicates clearly both orally and in writing.
- Provides direction, motivation and sets an example through open communication and modeling best practices.
- Manages resources to maximize efficiency and effectiveness; recognizes and effectively leverages employee's skills and abilities.
- Understands the organization's financial processes and monitors expenditures and uses cost-benefit thinking to set priorities.
- Treats all people with respect; works cooperatively with people of diverse cultural identities.
- Maintains a respectful, diverse and inclusive work environment where decisions and transactions are transparent and objective.

Work Experience Requirements:

Three (3) years of experience in managing a 911 communications system with computer aided dispatch or a minimum of three (3) years of experience or education which provides the necessary knowledge, skills and abilities.

Education Requirements:

Graduation from an accredited college or university with major course work in public or business administration, communications or a related field. Additional related experience will substitute for the education on a year-for-year basis.

Special Requirements:

Must possess and maintain a valid Commonwealth of Kentucky driver's license.

**Benefits**

Employees receive a comprehensive benefits package including pension benefits, medical, dental, vision, life, disability insurance, paid leave, 401(k) and 457 options with an employer match, and tuition reimbursement.

## **How To Apply**

Interested candidates should submit the following items by 4:00 p.m., Wednesday, October 31, 2018

- Cover letter
- Resume
- Fully completed City of Frankfort employment application

Please note that satisfactory completion of a drug test and background check is a condition of employment.

Please submit all documents via the City of Frankfort's website.

**The City of Frankfort is an Equal Opportunity Employer and Values Diversity.**