**Deputy Director, Emergency Services**

**Grade: 11**



**FLSA: Exempt**

# Date: 09/22



**Job Summary:** Assists the Director in managing the operations of the St. Mary’s County Department of Emergency Services.Manages, coordinates, and assesses the work of assigned staff under the general direction of the Director to ensure operations comply with policies and procedures. Recommends policy changes and coordinates improvements that enhance response for allied agencies. Represents the department and communicates goals and objectives with staff and allied agencies; oversees the operations, activities, and programs within assigned divisions; performs other duties as assigned.



**Essential Functions:**

1. Assists the Director with planning, directing, organizing, and coordinating programs related to the operations of the Communications, Radio System, Administrative, and Fiscal Division.
2. In coordination with the Department Director and the Department of Human Resources, provides oversight of the Personnel/Human Resources needs of the Department of Emergency Services.
3. Recommends, plans, and implements system\operational improvements and enhancements for the Department of Emergency Services.
4. Reviews operations of the assigned divisions and may establish and monitor metrics that evaluate the center’s performance; recommends appropriate actions to correct performance deficiencies and may assist with adjusting operations to meet or exceed standards.
5. Ensures training is performed in accordance with approved training plans. Reviews any Quality Assurance results that identify training needs to ensure incorporation into the appropriate training plans.
6. Supervises assigned staff; counsel’s employees and recommends disciplinary actions; enforces agency and County policies and procedures.
7. Coordinates programs and activities with allied agencies; reports problems promptly to the Director and/or appropriate allied agencies and takes appropriate corrective action to restore normal operations.
8. Assists with developing and maintaining department plans to effectively respond to unexpected situations, operational changes, and emergency situations, and communicates necessary procedural changes (immediate and long-term) to all involved parties to ensure an appropriate departmental response.
9. Assists with analyzing technical performance reports and preparing management reports; may collect, analyze, and evaluate data that measures performance and identifies needed improvements.
10. Assists the Director with ensuring that the department is operating in compliance with and acts as a liaison between Federal, State, and local governmental agencies whose policies, laws, regulations, and directives impact County operations.
11. Assists the Director in providing budget recommendations on departmental programs, human resources, technological enhancements, and County policies and procedures.
12. Increases professional knowledge through attendance of training, workshops, and conferences; participates in professional associations and activities.
13. Assists with supervision of all Emergency Services Divisions, if necessary.
14. Performs all other duties as assigned.



**Required Knowledge, Skills, and Abilities:**

1. Ability to gain advanced knowledge of St. Mary’s County Government policies and procedures;
2. Ability to act as a representative of St. Mary’s County Government to the public;
3. Advanced knowledge of the principles, practices, and procedures of administrative management and the operations and activities of the assigned area, and the ability to interpret them to the staff and the public;
4. Extensive knowledge of governmental fiscal policies, procedures, and legal mandates including the budget process;
5. Ability to gain extensive knowledge of relevant laws, statutes, and ordinances of the State of Maryland and St. Mary’s County;
6. Ability to keep all relevant parties informed of all major issues and programs and to recommend changes as appropriate;
7. Ability to supervise, plan, and coordinate the work of diverse staff to accomplish departmental goals and objectives;
8. Ability to review, evaluate, and initiate appropriate action on technical and legal reports, contracts, and documents concerning departmental matters;
9. Ability to establish and maintain effective working relationships with county officials, associates, staff, representatives from other agencies, and the public;
10. Ability to operate relevant computer systems including hardware and software (Aladtec, PowerDMS, CAD), and office machines.
11. Knowledge of National Academy Emergency Dispatch Protocol and the ability to administer the Quality Assurance and Review programs utilizing National Academy of Emergency Dispatch-Q applications or related applications.



**Education and Experience:**

1. Bachelor’s degree; Master’s degree preferred;
2. Seven years or more of related professional experience, or additional education in a specialized area such as a Public Safety Leadership program or other similar programs;
3. Experience managing a Public Safety Access Point (PSAP) preferred;
4. Experience as a law enforcement officer, public safety dispatcher firefighter and/or emergency medical services personnel;
5. Or equivalent technical training, education, and/or experience.

**Supervision:**

Supervisor: Director of Emergency Services

Supervises: Communications Manager, Radio System Manager, Administrative Manager, and Fiscal Manager; other departmental personnel as needed.

**Physical and Environmental Conditions:**

Work requires light physical effort in the handling of light materials or boxes and tools or equipment in non-strenuous work positions up to 30 pounds and/or continual standing or walking of 60%/+ of the time.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g., use of safe workplace practices with office equipment, and/or avoidance of trips and falls.



The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

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HR Representative Date

Your signature below indicates that you have received a copy of this position description.

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Employee’s Signature Date