

# SOUTH WALTON FIRE DISTRICT

911 North County Highway 393, Santa Rosa Beach, Florida 32459

*"Prompt, Competent, Caring Response in Time of Need"*



Ryan H. Crawford  
Fire Chief / Administrator

## ASSISTANT COMMUNICATIONS DIRECTOR

*Great Pay & Benefits*

**Apply Now – Deadline November 22, 2024**

The South Walton Fire District is currently seeking applications for the position of Assistant Communications Director. This position is excluded from the bargaining unit and is an at will exempt employee who will normally work a 40-hour week under the direction of the Communications Director (Director). This position is primarily responsible for assisting the Director with planning, developing goals, policies, and guidelines, as well as coordinating the activities of the Emergency Communications Center (ECC) staff. In addition, the Assistant Communications Director serves as the primary program manager for the Communications Division's training and quality assurance/improvement programs. This role also involves engaging with both internal and external customers in a professional manner while maintaining and promoting the mission of the South Walton Fire District.

### **Major Duties:**

- Cultivates and maintains a positive environment within the Communications Division.
- Works with the Director on establishing goals, policies and guidelines for the ECC and plans activities to meet these goals.
- Coordinates with Communications Lieutenants to ensure adequate daily staffing in the ECC and staffs the ECC as necessary to maintain adequate staffing levels.
- Manages and supervises staff including evaluating, developing, counseling, coaching, interviewing and making recommendations for hiring and terminations of ECC personnel.
- Manages all facets of the ECC daily operations in the absence of the Director.
- Coordinates and supervises the training of new and established ECC personnel through the management of the District's new hire training and quality assurance/improvement programs.
- Identifies training and quality improvement needs for the ECC personnel.
- Develops and prepares training materials and conducts on-the-job training and testing.
- Reviews recordings of calls for accuracy of data entry and need for improvements in dispatcher response time, operational procedures and training programs.
- Provides input and assists the Director in building the Communications Division budget.
- Remains on call after hours to ensure continuity of ECC operations.
- Works as part of the ECC to support emergencies, disasters and other ECC requirements as needed.
- Requires regular and predictable attendance.
- Performs related work as required.

### **Knowledge Required by the Position:**

- Knowledge of the equipment used in emergency radio and telephone communications.
- Knowledge of computer-aided dispatch processes and equipment.
- Knowledge of regulatory agencies, laws, regulations, and policies that pertain to public emergency communications agencies.
- Ability to define issues, analyze problems, evaluate alternatives, and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
- Ability to communicate effectively, both orally and in writing, with the public, subordinate personnel, emergency personnel, and personnel from other agencies.
- Ability to establish and maintain effective working relationships.
- Ability to train personnel.
- Ability to schedule staff into shifts and review payroll for accuracy.
- Ability to develop training programs, policies and operational procedures.
- Ability to plan and evaluate activities of a work group.
- Ability to analyze reports, training needs and operational procedures.
- Ability to effectively manage all communications division functions of the District; prepare clear, concise and complete oral and written reports; interpret and explain laws, district policies, codes and regulations; establish and maintain cooperative working relationships with those contacted in the course of work; maintain a positive work environment. Work cooperatively with people, carry out the District's mission with integrity.

### **Supervisory Controls:**

Reports to the Communications Director.

### **Physical Demands:**

- Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, a personal computer, calculator, copier, and fax machine.
- Sedentary work when performing administrative functions to physical work with the ability to perform moderate physical work.

### **Work Environment:**

General office environment. Position subject to high stress situations with varying hours of operations, extended hours of operations to include night shift work and weekends when necessary.

NOTE: Reasonable accommodation considerations will be made for otherwise qualified individuals with a disability.

### **Supervisory and Management Responsibility:**

Supervision of Communications Lieutenants and Public Safety Telecommunicators.

## **Minimum Qualifications:**

- Associate degree from an accredited college or university in Fire Science, Public Administration, Management, Communications, Business Science, Emergency Management or other closely related preferred.
- Valid unrestricted Florida Driver's License.
- Three (3) years of experience in emergency communications dispatching, including one (1) year in computer-aided dispatch and two (2) years of documented experience as a supervisor; or, one (1) year of experience as a South Walton Fire District Communications Lieutenant. (A combination of work, experience and education may be considered.)
- Must be non-smoking/non-tobacco using (e.g. smoking, chewing, dipping, etc.) while on duty.
- Must successfully pass the Fire District's medical/physical, drug screen and background check requirements as a condition of employment.
- APCO International certifications:
  - Communications Center Supervisor
  - Communications Training Officer
  - Fire Service Communications
- Federal Bureau of Investigations:
  - Fingerprinting
  - Criminal Justice Information Services Training
- FEMA National Incident Management System certifications:
  - ICS-100 Introduction to the Incident Command System
  - ICS-200 Basic Incident Command System for Initial Response
  - ICS-300 Intermediate ICS for Expanding Incidents
  - ICS-400 Advanced ICS for Command and General Staff
  - IS-700 Introduction to the National Incident Management System
  - IS-800 Introduction to the National Response Framework
- Florida Department of Health:
  - 911 Public Safety Telecommunicator
  - Nationally accepted CPR certification
- International Academy of Emergency Dispatch certifications:
  - Emergency Fire Dispatch
  - Emergency Medical Dispatch
  - Emergency Fire Dispatch Quality Assurance
  - Emergency Medical Dispatch Quality Assurance
- Priority Dispatch:
  - Self-Paced ProQA Training Fire
  - Self-Paced ProQA Training Medical

*Or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities may be considered for the minimum requirements. Educational requirements not met at the time of employment must be obtained within the first year of employment.*

This job description is illustrative, and not all inclusive.

**DURING OCCASIONS OF LOCAL EMERGENCIES, THIS POSITION MAY BE REQUIRED TO REPORT TO PERFORM EMERGENCY TASKS, WHICH MAY RESULT IN EXTENDED WORK HOURS, AS WELL AS EXTENDED PERIODS OF TIME AWAY FROM FAMILY MEMBERS.**

The South Walton Fire District (SWFD) is a professional fire/rescue agency located in Walton County Florida. SWFD maintains 5 fire stations, a communications center and provides beach safety services for the South Walton Beaches. SWFD is responsible for Fire Protection, Emergency Medical Services Transport, Lifeguards, Hazard Mitigation, Public Fire/Life Safety Education and Prevention as well as 911 Communication Services for an area of 84 square miles and serves a population ranging from 40,000 to over 150,000 during the tourist season.

If you are interested in this opportunity, complete the application, attach certifications, and return to SWFD at 911 North County Highway 393, Santa Rosa Beach, FL 32459-5371 no later than Friday, November 22, 2024. Completed applications/resumes/certifications may also be emailed to [career@swfd.org](mailto:career@swfd.org).