

Job Description for:



# Director, Clark Regional Emergency Services Agency

Salary Range: 913, M1  
FLSA Status: Exempt, non-rep  
Revised: 06/01/2011

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<b>Classification:</b>	Director	<b>Reports to:</b>	CRESA Administrative Board
<b>Responsible for:</b>	All agency divisions including 9-1-1 Operations, Emergency Management and Technical & Support which includes EMS, HR and Administrative Services.	<b>Direct Reports:</b>	Division managers for 9-1-1 Dispatch Operations, Emergency Management and Technical & Support Divisions

## Job Definition

The Director is the executive position for Clark Regional Emergency Services Agency. This position oversees and directs the Agency services, personnel, and operations; directs services provided to outside customers; and represents or assigns a designee to represent Agency interests with local, state, & national 9-1-1, Emergency Management, EMS and technical organizations and association meetings. Work involves overall direction for budgeting, contract negotiations, employee performance, system performance, and policy and procedural directives.

## Distinguishing Characteristics

This critical position works under the policy direction of CRESA's Administrative Board. The Director performs the full range of administrative functions in budget preparation and justification, public presentations to special interest groups, determining short- and long-range planning for CRESA interest groups, and determining short- and long-range planning for CRESA. The incumbent maintains strong working relationships with thirty-five law enforcement, fire and emergency management agencies and ensures compliance and coordination with other agencies that influence operations (e.g., FEMA, FCC, etc.).

## Essential Job Functions

Must be able to perform all essential job functions with or without reasonable accommodation:

- Determine, establish, and ensure overall Agency organization, mission, core services, and allocation of financial, human and capital resources, including short- and long-term Agency goals, priorities and objectives.
- Assure operational, technical and contractual system performance; financial management and budgeting; contractual and grant compliance; performance management and labor relations; and training, quality assurance, and accreditation.
- Develop budgetary information and proposals for Agency operations; monitor Agency revenues and expenditures; and take corrective action to prevent deficit status and misuse of Agency funds.
- Oversee effective delivery of all Agency services through the work of division managers and program staff.
- Guide Agency interpretation and application of policies and procedures among programs and divisions.
- Recommend, develop, implement, and monitor service and policy changes and improvements.
- Continuously evaluate and make appropriate changes to Agency systems, programs, and equipment in light of budgetary limitations, technical practices, operational procedures, and governing laws and regulations. Recommend appropriate changes for the Administrative Board to consider.
- Direct, prepare and present staff reports, resolutions, decision packages, requests for proposals, and grant or contract applications.
- Ensure human resource management functions occur including establishment and communication of division and program goals and performance expectations and performance monitoring and evaluation. Oversee staff recruitment, selection and training; compensation and salary administration; motivation and employee relations; career development, corrective actions, and labor relations; and other associated activities.
- Develop and maintain excellent working relationships with board members, personnel, user agencies, the media and other community stakeholders, and the public. Lead and direct the CRESA management team

- Represent the Agency in relations with the news media, citizens, interest groups, and the public to inform and publicize Agency activities.
- Foster a service-oriented and cooperative attitude among staff to ensure coordination of efforts, efficient and intelligent use of resources.
- Oversee Agency investigations of complaints, questions, and inquiries.
- Assure compliance with federal, state, and local requirements.
- Perform confidential and executive administrative duties in course of work and in support of the CRESA Administrative Board (federal and state laws apply).
- Perform other related tasks and duties as required.

### **Minimum Job Qualifications**

#### ***Experience and Education:***

- Bachelor's degree from an accredited four-year college or university in public safety, public administration, business management or a relevant field of study is required. Master's degree in a related field is highly desirable and may substitute for some of the required experience.
- *At least* five years of progressively responsible and high-level management experience coordinating the operations of a multi-use public safety agency, or other related experience is required.
- *At least* five years of progressively responsible personnel management and supervisory experience, including management of a broad range of positions including first and second level managers and supervisors.  
*Candidate does not necessarily need technical expertise in every program area. However, incumbent must be able to come up to speed quickly in order to understand staff responsibilities, be a resource to managers and staff who are technical experts and maintain an overall good general working knowledge of CRESA's technical and operational systems.*
- Demonstrated knowledge, skills, and abilities in effective decision-making, interpersonal communications and conflict resolution, and the ability to successfully supervise, motivate, correct, train, and evaluate staff.
- Candidate must successfully pass pre-employment background investigation.

***Knowledge of:*** Principles and practices of public sector organization, emergency services, public safety communications, emergency management, program operations, budgeting, and management. Principles and practices of personnel management, including supervision, training, and performance evaluation. Modern administrative methods and procedures, business correspondence and report preparation. Application and interpretation of Agency policies and procedures as well as local, state, and federal laws and regulations relevant to the program area. Effective research and record keeping methods and techniques

***Ability to:*** Lead, motivate and mentor staff, create a team player approach, and effectively facilitate multi-stakeholder and/or multi-jurisdiction meetings to reach consensus. Apply critical thinking, problem solving, and collaborative approaches to improving program services. Effectively plan, assign, direct, and evaluate the work of assigned management and subordinate staff, including delegating responsibility and authority and ensuring Agency directives are accomplished through their work. Carry out Agency policy directives in an effective and timely manner. Analyze situations thoroughly, identify potential problems, and find effective solutions. Interpret, apply, and explain administrative and departmental policies and procedures. Establish and maintain positive and professional working relationships with employees, managers, other Agency staff, elected official, other local, state, and federal governmental jurisdictions, vendors and the public. Effectively communicate and express ideas both orally and in writing. Apply appropriate independent initiative, discretion, judgment, and organizational skills to a variety of projects, assignments, and situations. Understand and execute complex oral and written instructions. Apply available guidelines, policies, or procedures in extremely diverse and politically sensitive situations. Prepare and present written correspondence, reports, and materials in clear, correct, and comprehensible terms from general notes and concepts.

***Necessary Special Requirements:*** Must be able to adjust work hours as necessary and be available for call-out in event of emergencies. Must maintain 24-hour availability via an agency supplied wireless device capable of voice and data communication. Must possess a valid driver license and have access to a motor vehicle (personal or agency) on an as needed daily basis.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. The Director may perform other duties as requested by CRESA's Administrative Board and Emergency Medical Services Administrative Board including work in other functional areas.

**Physical / Sensory Requirements.** The following characteristics describe the most common ways this position's essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

<b>Sight and Vision</b>	<b>Frequency</b>	<b>Criticality of Requirement</b>
<ul style="list-style-type: none"> <li>• <i>Close / Fine Visual Acuity.</i> Differentiate and comprehend visual effects of subtlety or precision.</li> <li>• <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape, and distance.</li> </ul>	Daily	Important
<b>Hearing</b>	<b>Frequency</b>	<b>Criticality of Requirement</b>
<ul style="list-style-type: none"> <li>• <i>General / Broad Hearing.</i> Differentiate and comprehend:               <ul style="list-style-type: none"> <li>○ Voices (ambient or intrusive) face-to-face, in groups with multiple speakers, by phone or radio, etc. pitch, volume in 'normal range'</li> <li>○ Verbal speech, language, accents, and sounds including subtle speech, intonation, inflection, emphasis, and nuance.</li> </ul> </li> </ul>	Daily	Very Important
<b>Speech</b>	<b>Frequency</b>	<b>Criticality of Requirement</b>
<ul style="list-style-type: none"> <li>• <i>Communication.</i> Communicate fluently in English. Communicate orally; express thoughts and emotions by word, sound, and gesture.</li> </ul>	Daily	Very Important
<b>Touch</b>	<b>Frequency</b>	<b>Criticality of Requirement</b>
<ul style="list-style-type: none"> <li>• <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc.</li> <li>• <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs.</li> </ul>	Daily	Important  Slightly Important
<b>Physical Coordination</b>	<b>Frequency</b>	<b>Criticality of Requirement</b>
<ul style="list-style-type: none"> <li>• <i>Sit.</i> Office work is typically performed in a seated position</li> <li>• <i>Mobility.</i> Move about to accomplish work.</li> <li>• <i>Drive.</i> Operate a motor vehicle to get self to and from various locations.</li> </ul>	Daily Weekly / Monthly Weekly / Monthly	Important Important Important
<b>Working Memory</b>	<b>Frequency</b>	<b>Criticality of Requirement</b>
<ul style="list-style-type: none"> <li>• <i>Audio Memory.</i> Retain and retrieve information gained via audio sources.</li> <li>• <i>Visual Memory.</i> Retain and retrieve information gained via visual sources.</li> </ul>	Daily	Very Important Very Important
<b>Comprehension</b>	<b>Frequency</b>	<b>Criticality of Requirement</b>
<ul style="list-style-type: none"> <li>• <i>Rapid Comprehension &amp; Application.</i> Grasp meaning, nature, or importance of information. Quickly apply knowledge to work or situation.</li> <li>• <i>Complex Comprehension &amp; Application.</i> Grasp meaning, nature, and importance of complex or ambiguous information and apply to work</li> </ul>	Daily Daily	Very Important Very Important
<b>Environmental Working Conditions</b>	<b>Frequency</b>	<b>Criticality of Requirement</b>
<ul style="list-style-type: none"> <li>• <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions.</li> </ul>	--	--
<b>Level of Physical Activity</b>	<b>Frequency</b>	<b>Criticality of Requirement</b>
<ul style="list-style-type: none"> <li>• <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time.</li> </ul>	Daily	--