



## Holbrook Regional Emergency Communications Center

Director Stephan A. Hooke  
300 South Franklin Street  
Holbrook, MA 02343  
Business: 781-767-6461  
Fax: 781-767-6888



### ASSISTANT DIRECTOR OF COMMUNICATIONS

#### SUMMARY DESCRIPTION

The Assistant Director of Communications, under the guidance and direction of the Director of Communications will serve an upper management role within the organization and will be responsible for overseeing the day-to-day overall functionality of the center, planning, managing and directing the daily activities and operations of the Holbrook Regional Emergency Communications Center. The Assistant Director will provide guidance and oversight to the Leadership Team and Telecommunicators of the Center to include the Deputy Director of Communications, Operations Manager, Training Coordinator, QA/QI Analyst and Supervisory/Lead team. The Assistant Director will work with the leadership team to identify the need for resources, clarification of policies, procedures, standards, guidelines or objectives, and intervention into poor performance, conduct or morale. The Assistant Director shall follow up on recommended corrective action as appropriate and oversee the progressive discipline process as well as compliance measures to be taken so that expectations for high quality delivery of dispatch services are being met. The Assistant Director will oversee the center's accreditation initiative and will work toward building out, managing and implementing various programs and initiatives.

#### PRINCIPAL DUTIES AND RESPONSIBILITIES

- Strategizes, develops and implements short- and long-term plans, goals, initiatives and programs.
- Assists the Director of Communications in budget preparation, presentation, monitoring expenditures and ensures the department operates within the appropriated budget.
- Maintain employee annual time off balances and approve/deny time off requests.
- Oversees the interview and onboarding process of new employees.
- Seek creative ways to apply for department funding including grant research, application and management.
- Develops, implements and revises standard operating procedures, policies and directives and ensures the department members are in compliance with such.
- Oversees the continuous buildout of the department training program, QA/QI program and accreditation initiative.
- Drafts, writes and completes reports and correspondence as required.
- Stays abreast of current emergency communications technology, techniques and information through seminars, conferences, classes, publications, etc.
- Oversees public outreach program and provides guidance to team members involved.



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- Coordinate meetings with various sub-groups of the communications center, including but not limited to: Supervisor, Lead, CTO, TERT.

### MINIMUM POSITION REQUIREMENTS

- The Assistant Director is required to possess and maintain all certifications required to be a Certified Telecommunicator as defined in CMR 560 and to be a Regional Public Safety Telecommunicator at the Holbrook Regional Emergency Communications Center., including but not limited to: APCO PST1, NG911 Equipment Training, APCO EMD, CPR.
- Must be a certified Communications Training Officer through APCO and maintain certification throughout the duration of employment in the position.
- Must possess APCO Communication Center Supervisor certification (or equivalent from other nationally recognized professional organization).
- Must possess APCO EMD Manager and APCO Comprehensive Quality Course certifications and maintain EMD Manager recertification.
- Comprehensive knowledge of agency SOPs and State as well as Federally mandated requirements.
- Ability to create and generate reports and produce records in response to inquiries regarding communications center activities.
- Be available to attend meetings in the Town of Holbrook, partner communities and potential partner communities regarding regionalization efforts, budgetary and capital items/requests.
- All other functions as required by the Director of Communications.

### KNOWLEDGE SKILLS AND ABILITIES

- Knowledge, ability and expertise to direct, coordinate and manage agency programs as outlined above.
- Knowledge of supervisory and managerial techniques and principles.
- Knowledge of emergency communications equipment and its proper functionality and operations.
- Thorough knowledge of the communications center and its operations including any applicable federal, state and local laws, mandates or governances.
- Knowledge and understanding of municipal government, fiscal year timeframes, finance and budget preparation and management.
- Knowledge of grant preparation, approval process and management.
- Skill in collecting, analyzing and interpreting applicable data. Ability to prepare reports based on the data collected.
- Skill in oral and written communication and correspondence.



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- Skill in handling multiple tasks and prioritization of such while delegating tasks as needed or required.
- Skill in using computers and related software applications. Skill in data analysis and problem solving.
- Ability to work with frequent interruptions and changes in priorities with the ability to quickly recognize and analyze irregular events.
- Ability to train and guide others.
- Ability to establish and maintain excellent communication and working relationships with department personnel, town, county, and state emergency communication personnel and leadership stakeholders from partner communities.
- Ability to fulfil the Director of Communications role in his/her absence in an acting capacity as needed.

### REQUIRED MINIMUM QUALIFICATIONS

- Bachelor degree in a related field of study and/or minimum of ten (10) years of relevant managerial and supervisory experience and training in a comprehensive public safety environment which will provide the knowledge and skills necessary for this position.
- Strong knowledge of and background in Public Safety
- Experience or other qualifications that demonstrate strong decision-making skills, excellent interpersonal communications and conflict resolution skills.
- APCO RPL, NENA ENP or CMCP or CCM certification or equivalent desirable.
- COM-L and/or COM-T certification desirable.
- Five (5) years of budget management experience.
- Five (5) years of demonstrated grant writing experience.
- No disqualifying criminal history.

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills and abilities will be evaluated on an individual basis.

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