

**DEPUTY COMMISSIONER OF PUBLIC SAFETY FOR 911 AND EMS**

DISTINGUISHING FEATURES OF THE CLASS: The Deputy Commissioner position involves responsibility for assisting the Commissioner of Public Safety in the management, oversight, and administration of the E911 Center and the Bureau of EMS. The incumbent exercises immediate supervision of all operations and functions of the County E911 Center, radios systems, infrastructure, facilities, and technologies, as well as the contractual operational compliance of all third-party EMS providers and the mutual aid program of the County-wide EMS systems. The incumbent must be trustworthy and reliable to support confidential and emergent functions within the Division of Public Safety.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Directs and manages the operation and personnel of the E911 Center, Computer Aided Dispatch, and Emergency Medical Dispatch, ensuring efficient and effective delivery of 911 services to police agencies, fire departments, EMS corps, Coroners' office, utility agencies, DPW, and citizens;

Directs and manages development of future E911 facilities, land acquisitions, contracts, and Implementation;

Oversees and facilitates improvement of existing radio system networks and infrastructure, facilities, and technologies;

Develops contract(s) with third-party EMS providers and volunteer corps.;

Oversees, manages, and ensures contractual compliance with third-party EMS providers;

Ensures superior E911 and EMS services to residents and visitors of Sullivan County;

**DEPUTY COMMISSIONER OF PUBLIC SAFETY FOR 911 AND EMS****Page 2**

Supervises the work of Emergency Services Dispatchers, Senior Emergency Services

Dispatchers, Chief Dispatcher, Administrative Assistant, and Deputy EMS Coordinators;

Assists in coordinating large scale EMS responses to emergencies or disasters;

Assists in the resolution of problems or concerns that develop between the public, first responder agencies, and the E911 Center and EMS providers;

Coordinates the development of short-range and long-term plans for the E911 and EMS Systems;

Researches and recommends Grant opportunities related to E911 and EMS services;

Develops and coordinates EMS exercises and drills;

Coordinates regular updates to EMS Mutual Aid Plan;

Prepares annual operating and capital budget requests for E911 Center and Bureau of EMS;

Acts as liaison between County Government, the EMS Advisory Board, the EMS providers and their agencies within the County, emergency squads, and first responder units, and other County officials, as well as those in neighboring jurisdictions;

Directs organization and supervision of County programs for EMS Training and Mutual Aid;

Compiles and maintains lists of available resources, services, mutual aid agreements, and contracts relevant to EMS;

Makes daily reports to Public Safety Commissioner and routine reports to Public Safety and Law Enforcement Committee on E911 and EMS operations;

Administers the contracts between the County and hardware, software, and service vendors for the installation and operations of the E911 system, its facilities, and technologies;

**DEPUTY COMMISSIONER OF PUBLIC SAFETY FOR 911 AND EMS****Page 3**

Supervises the implementation of the operating procedures for the E911 and EMS systems;

Analyzes program objectives, determines work operations, estimates and allocates the financial and staff resources required;

Prepares budget and related reports;

Assists and oversees the personnel function, including or effectively recommending hiring, training, and disciplining of employees;

General supervisory responsibility for a major department, or several smaller departments, with supervisors who are responsible for supervision over individual departments, including service delivery, training, evaluation, and disciplining of subordinates;

Directs and coordinates the operation of two or more major departments through subordinate supervisors who are responsible for supervision over individual departments; and

May assume temporary responsibility for entire County in the chief executive or department head's absence.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARAC-**

**TERISTICS:** Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches to accomplish objectives and/or to deal with new or unusual requirements within the limits of established guidelines, practices, or policies. The employee is recognized as the department or functional area's authority in interpreting the guidelines, in determining how they should be applied, and in developing operating policies; thorough knowledge of managerial functions and processes such as planning, organizing, controlling, coordinating, evaluating, and

**DEPUTY COMMISSIONER OF PUBLIC SAFETY FOR 911 AND EMS****Page 4**

integrating activities and programs for more than one major department within the County; thorough knowledge of municipal policies and state and federal regulations, establishing short and long-range goals and objectives, personal performance standards, and assumes direct accountability for department results; ability to exercise whatever means are necessary to resolve all conflicts that arise and coordinate with others as necessary; ability to consult with supervisor only where clarification, interpretation, or exception to municipal policy may be required; ability to resolve all conflicts that arise and coordinate with others as necessary; must possess a high degree of diplomacy and judgment; must possess a well-developed sense of strategy and timing in representing the County effectively in critical and important situations that may influence the well-being of the County; ability to analyze program objectives, determine work operations, estimate and allocate financial and staff resources; incumbent must be trustworthy and reliable to support confidential and emergent functions within the Division of Public Safety.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree and three (3) years' E911 experience in a County 911 System, to include three (3) years' supervisory experience at the rank of Chief Dispatcher or higher; or

**DEPUTY COMMISSIONER OF PUBLIC SAFETY FOR 911 AND EMS****Page 5**

(B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree and five (5) years' E911 experience in a County 911 System, to include three (3) years' supervisory experience at the rank of Chief Dispatcher or higher; or

(C) Graduation from high school or possession of an equivalency diploma and seven (7) years' E911 experience in a County 911 System, to include three (3) years' supervisory experience at the rank of Chief Dispatcher or higher.

***SPECIAL REQUIREMENTS:** (1) Candidates must possess a valid driver's license; (2) current NYS EMT Certification; and (3) past NYS Paramedic Certification.*

---

Y:\CLASSPLAN\DEPUTY COMMISSIONER OF PUBLIC SAFETY FOR 911 AND EMS.DOC

Originated: 3/18/2024

Jurisdictional Class: Non-Competitive

Public Hearing:

NYS Civil Service Commission Approval:

Reviewed and placed in Classplan: 6/4/2024