

## **DEPUTY DIRECTOR OF EMERGENCY SERVICES**

**DISTINGUISHING FEATURES OF THE CLASS:** This is a technical support position involving the responsibility for assisting in planning, coordinating and monitoring the various programs and duties of the Herkimer County Office of Emergency Services. The work is performed under the supervision of the Director of Emergency Services. Supervision is exercised over the work of subordinate paid and volunteer staff. Performs related work as assigned by the Director of Emergency Services.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Supervises all personnel under his/her command;
- Reviews, monitors and updates emergency response plans to insure the County properly carries out its responsibilities required by laws, regulations and orders;
- Maintains County inventory of emergency response equipment, supplies and responders, under the guidelines of the National Incident Management System;
- Plans and estimates the need for replacement, additional or unique equipment or special services for the County and recommends purchase of such equipment;
- Ensures compliance with Communication Center policies and procedures and county personnel rules and regulations;
- Prepares verbal and written reports requested by the Director concerning matters relating to the office;
- Processes complaints made against the communication center or its staff through the uses of audio tapes, message logs, and interviews, provides documentation to resolve complaints to the Director for further review;
- Assists with local participation in various county, state and federal programs;
- Assists in coordination and resource management during certain emergencies in the County and in other areas during activation of the New York State Mobilization Plan;
- Assists with coordination and integration of the County E911 Program with various government and non-government organizations;
- As provided in NYS County Law, assists the Director in administration of the County Mutual Aid Plan, Mutual Aid radio system and NYS Fire Training Program;
- Assists with the planning, improvements and general operational matters involving the County's Public Safety/911 Communication System;
- Attends periodic meetings of Fire, EMS, Emergency Management and Law Enforcement as they relate to Emergency Services/911;
- Maintains a thorough knowledge of the proper use and operation of all communication center operations equipment;
- Prepares daily work schedules for all subordinate employees and may approve leave time for personnel
- May conduct employee evaluations of subordinate employees;
- May provide instruction or training for emergency responders as required, if certified to do so;
- May be responsible for a variety of records, preparation of purchase order requests, vouchers for payment, budget preparation and reports as required by the Director;
- May be required to periodically interface with State Emergency Management, Federal Emergency Management, State and Federal Offices of Homeland Security, NYS Office of Fire Prevention and Control, and the NYS Department of Health;
- Processes bills and invoices for payment;
- Assists in performing fire investigations as requested by local authorities.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of the principles, practices and procedures of fire, EMS and emergency management; good knowledge of command and control methods; good knowledge of recruitment, equipment and training methods; good knowledge of government organization; good knowledge of modern methods of preparing and maintaining financial and statistical reports; working knowledge of federal, state and local laws, rules, regulations that pertain to the office; working knowledge of the geography, patrol territories, fire and EMS districts, roads, streets, highways and special hazards which exist; working knowledge community agencies and facilities which may be utilized to fulfill and enhance the goals of the office; working knowledge of computers, specialized software programs; ability to effectively and calmly coordinate large scale operations and incidents; ability to communicate effectively both orally and in writing; ability to meet and deal with people effectively; ability to work calmly in stressful situations; dependability; initiative and resourcefulness; physical conditions commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

**Either – (A)** Graduation from an regionally accredited or NYS registered two year college with an Associates Degree and four years of experience, one year of which must have been in a supervisory capacity, in the emergency services field, i.e., fire, medical, emergency management, police, etc.; **OR**

**(B)** Graduation from a high school or possession of a high school equivalency diploma and six years experience, one year of which must have been in a supervisory capacity, in the emergency services field, i.e., fire, medical, emergency management, police, etc.; **OR**

**(C)** An equivalent combination of training and experience, as defined by the limits of (A) and (B).

Competitive Class – Adopted 11/16/2007 PO  
Revised 5/6/2024 PO