



# Laclede County Sheriff's Office

Sheriff David Millsap  
240. N. Adams Lebanon Missouri 65536  
417-532-2311  
Sheriff265@Lacledecountymissouri.org



## Announcement

The 911 Laclede County Advisory Board and the Laclede County Commission are excited to announce the search for a qualified and dynamic individual to lead the newly established combined 911 Dispatch Center as the **911 Director**. We are seeking resumes from experienced professionals with strong leadership skills and a proven track record in project management to oversee the successful operation of this critical public safety service.

Qualified applicants must submit a cover letter and resume to **Sheriff David Millsap** at [sheriff265@lacledecountymissouri.org](mailto:sheriff265@lacledecountymissouri.org). The deadline for receiving a cover letter and resume is **November 1, 2024**. The minimum requirements for the position are listed in the job description.

For further inquiries about this opportunity, please get in touch with Sheriff David Millsap via the email above.

## Job description

The Laclede County 911 Director's starting salary, based on the experience of the applicant, is \$55,000-\$65,000/year with excellent benefits including employee-paid health insurance, CERF contributory retirement, 15 holidays, and paid vacation after one year of employment.

## Qualifications

- **QUALIFICATIONS:** The applicant must have held a supervisory or management position as a 911 Director, assistant director, or operations manager of a 911 communications center. Instead of experience as a 911 Director, assistant director, or operations manager, the applicant is eligible to apply with five years of experience as a law enforcement commander (rank of lieutenant or above), Fire Commander (Chief or assistant chief), or a management position in the Emergency Medical Services field.
- Must have a Criminal Justice Information Services (CJIS) and National Crime Information Center (NCIC) Full Access License or obtain licensure within 1 year of hire
- Must have or be able to obtain all applicable Association of Public Safety Communications Officials (APCO) certifications within a reasonable time frame and maintain such certifications throughout employment
- Must know modern and complex principles and practices of radio communications and emergency dispatch; Complex interoperable radio systems, complex computer hardware and software, telephone systems and their integration into the emergency response functions



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- Must have a thorough knowledge of research methods and an overall understanding of Public Safety operations, general law enforcement, and fire radio codes, practices, and methods
- Must know NCIC/CCIC and FCC policies, procedures, and regulations
- Must know about the Criminal Justice Information Services (CJIS) Security Policy and audit procedures
- Must have a strong knowledge of basic computer software applications including word processing, and Excel spreadsheets
- Must never have been convicted of a felony
- Must not have been convicted of or placed on a deferred judgment for any misdemeanor crime for 1 year before appointment
- Must be of excellent character and reputation and pass a thorough background check including fingerprint and pre-employment drug testing
- LANGUAGE SKILLS: Ability to communicate clearly and accurately, orally and in written format
- Ability to prepare reports, and present facts and information
- MATHEMATICAL SKILLS: Ability to compute rate, ratio, and percent
- REASONING ABILITY: Ability to always maintain strict confidentiality, including the ability to recognize situations in which confidentiality is required
- Ability to establish and maintain effective positive working relationships with emergency service stakeholders, Laclede County Commission, Lebanon city administration, 911 Advisory Board, and citizens of Laclede County.
- Work will require the use of computers with exposure to video display terminals, the need to work in front of a computer terminal for extended periods and some repetitive motion associated with data entry, and the use of a computer mouse
- Adequate hearing is required to hear/talk with all individuals and to use radio and telephones consistently

## Responsibilities

- POSITION SUMMARY: Under the general supervision of the County Commission, this position provides day-to-day management and oversight to the Communication Center operations staff (Dispatchers) including planning, developing, coordinating, supervising, and reviewing all aspects of the work of employees
- Oversees the day-to-day operational activities for the Communications Center assuring adequate staffing levels and personnel scheduling needs are met
- Participates in the development and implementation of goals, Standard Operating Procedures or Guidelines, objectives, and strategic planning for the 911 Center; recommends and implements policies and procedures
- Manages the MULES, NCIC, and CJIS programs and supervises the Terminal Agency Coordinator (TAC), for the Emergency Communications Center; keeps staff up to date on related information and process



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- Oversees quality of service and service delivery and customer satisfaction and follows through with proactive performance management, team building, and application of available technology and industry best practices
- Receives complaints related to personnel matters, call taking, and dispatch issues from the public and participating public safety agencies and assures that the complaints are thoroughly investigated, tracked, and followed up in an appropriate manner
- Responsible for administering the personnel management function, including employee recruitment, orientation, supervision, scheduling of assignments and leave, disciplinary actions, performance evaluations, training, and skills development. Works with the 911 Advisory Board and the Laclede County Commission for planning and implementing projects and programs, resolving problems, soliciting feedback, and assuring quality service
- This may involve attending meetings and special events during the workday and “outside business hours” when necessary
- It may also involve representing the 911 Center on various regional, state, and national boards and committees
- Performs work associated with Trunking and Conventional Radio Systems, 911 System w/administrative phone integration, 2-tone paging, station alerting, and other equipment in the Center
- Troubleshoots and contacts appropriate personnel to handle more involved repairs and implement backup systems when necessary
- Oversees the agency's Association of Public-Safety Communications Officials (APCO) training program ensuring operational readiness.,
- Prepares and administers the Center's annual operations budget under the direction of the County Commission.
- Builds awareness among area residents regarding the Laclede County 911 system, and public safety communications capabilities and technologies through special programs, educational efforts, and public awareness campaigns
- Prepares or assigns staff to prepare copies of phone and radio conversations to provide to law enforcement agencies or attorneys for evidence in criminal matters as required
- Appears in court to verify copies of phone and radio conversations and testify as required
- Responds to the Communication Center for major emergencies and is available on-call after-hours
- Prepares and conducts periodic testing to assure that all dispatchers are proficient in the areas of assignment; conducts quality assurance; monitors customer service; conducts scheduled and unscheduled inspections by Communications center policy
- Assists with maintenance of Geographic Information utilized in the center including Computer Aided Dispatch system and mapping information and emergency phone system data
- Oversees and reports Automatic Location Information errors and 9-1-1 call routing errors for service areas and any issues with adjacent jurisdictions
- Compiles and monitors administrative statistical data about Center operations; analyzes data, identifies trends, summarizes data, and provides reports to client agencies
- Ensures all New/Old Warrants are current and or validated



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- Ensures Court Orders of Protection and Orders for Hearings for Orders of Protection are entered
- Performs additional job-related duties as assigned or required by the position
- Frequent communication with law enforcement personnel, fire and ambulance personnel, the public, and the 911 Advisory Board, including telephone as well as face-to-face interaction
- The position may require the applicant to work days, evenings, or nights as needed, including weekends and holidays.