

NORTEX REGIONAL PLANNING COMMISSION  
CLASSIFICATION JOB DESCRIPTIONS

NRPC Salary Group: B10      \$39,521.00 Annually  
NRPC Job Class Number: 1584  
FLSA Classification: Professional - Exempt  
Immediate Supervisor: Executive Director

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## **DIRECTOR OF 9-1-1 SERVICES**

### **GENERAL DESCRIPTION**

Performs complex program administration work. Work involves establishing program goals and objectives; developing program guidelines, procedures, policies, rules, and regulations; developing schedules, priorities, and standards for achieving program goals; evaluating program activities; developing budget requests; and coordinating program activities. May assign and/or supervise the work of others. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

### **ESSENTIAL JOB FUNCTIONS**

- Plans, implements, coordinates, monitors, and evaluates programs.
- Develops and recommends program guidelines, procedures, policies, rules, and regulations for review and approval by management; and monitors compliance with policies and procedures.
- Participates in the development of program goals and objectives.
- Conducts special investigations, program analyses, and research studies; recommends improvements.
- Prepares and/or oversees the preparation of training and operational manuals, educational materials, and information programs.
- Prepares program budget requests.
- Prepares and reviews reports on the effectiveness of program activities, and prepares special annual reports.
- Confers with staff on program problems.
- Provides training or technical assistance in a program area.
- Edits reports and special publications.
- May address community groups on agency programs, resources, and limitations.
- May use automated equipment for information retrieval and data entry.

- May assign and/or supervise the work of others.
- May operate office machines such as personal computers, typewriters, adding machines, calculators, laser printers, facsimiles, and/or copiers.
- Performs related work as assigned.

#### **OTHER JOB FUNCTIONS**

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- May be required to carry, hold, lift, push, and pull a minimum of 35 pounds of computer papers and retrieve records and/or supplies from storage room.
- May be required to read, write, and communicate in English.
- May be required to travel.

### **GENERAL QUALIFICATION GUIDELINES**

#### **Experience and Education**

Experience in the administration of a program relevant to assignment. Graduation from an accredited four-year college or university with major course work in a field relevant to assignment is generally preferred. Experience and education may be substituted for one another.

#### **Knowledge, Skills, and Abilities**

- Knowledge of the local, state, and federal laws and regulations relevant to program area; and of the principles and practices of public administration and management.
- Ability to assign and/or supervise the work of others, to interpret regulations and convey them to others, to establish goals and objectives, to devise solutions to administrative problems, to develop and evaluate administrative policies and procedures, and to prepare concise reports.

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\*\*\*\*THIS COMPANY RESERVES THE RIGHT TO MODIFY, INTERPRET, OR APPLY THIS JOB DESCRIPTION IN ANY WAY THE COMPANY DESIRES. THIS JOB DESCRIPTION IN NO WAY IMPLIES THAT THESE ARE THE ONLY DUTIES, INCLUDING ESSENTIAL DUTIES, TO BE PERFORMED BY THE EMPLOYEE OCCUPYING THIS POSITION. THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. THE EMPLOYMENT RELATIONSHIP REMAINS "AT WILL". THE AFOREMENTIONED JOB REQUIREMENTS ARE SUBJECT TO MODIFICATION TO REASONABLY ACCOMMODATE QUALIFIED DISABLED INDIVIDUALS.\*\*\*

***Revised 10/1/2012***

