



**Director I – Regional 9-1-1 Department**  
**FLSA Status: Exempt**  
**3702 Loop 322**  
**Abilene, TX 79602**

**Director I Class Code 1620 Salary Group B26 Salary Range \$76,530 - \$129,430**

### **Job Description**

Performs advanced managerial work providing direction and guidance in strategic operations and planning for the Regional 9-1-1 Department of the West Central Texas Council of Governments (WCTCOG). Work involves establishing the strategic plan, goals, and objectives; developing policies, procedures, and guidelines; establishing priorities, standards, and measurement tools to determine progress toward goals; coordinating and evaluating program activities or business functions; and reviewing and approving budgets within departments or divisions. Supervises the work of others. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment.

### **ESSENTIAL DUTIES**

The essential duties for this position include but are not limited to the following performance measures:

- Develop and submit the biennial 9-1-1 Strategic Plan
- Knowledge of current 9-1-1 industry pros, cons, and protocols for call delivery and handling through ESInet WANs, cloud services, and AI-generated solutions.
- Maintain accurate inventory of all PSAP and program equipment
- Develop and submit updates and plan amendments to the Regional 9-1-1 Program's Strategic Plan.
- Develop and submit performance reports to State and Federal granting agencies.
- Prepare and maintain Regional 9-1-1 Program budgets - State and Local.
- Gather and analyze data from the 9-1-1 network to submit CSEC's Annual Compliance Reports, Annual Certification Reports, Quarterly Performance Reports, Program Budget Amendments, Interlocal Agreements with 9-1-1 stakeholders
- Oversee vendor management and project management for 9-1-1 service providers including telephone service providers, equipment vendors, maintenance vendors and NG911 ESInet Service providers.

- Oversee the procurement, installation and maintenance of 9-1-1 equipment for the 18 Public Safety Answering Points (PSAPs).
- Oversee the monitoring of PSAPs; perform site visits with program staff to ensure adherence to interlocal agreements, and inventory auditing.
- Work with GIS staff to ensure accuracy regarding 9-1-1 addresses and mapping features for public safety response.
- Conduct program analytics (run reports on call statistics, retrieve information for PSAP staff from 9-1-1 calls; provide assistance to PSAP supervisors.
- Coordinate PSAP moves/remodels with PSAPs and 9-1-1 stakeholders
- Facilitate quarterly 9-1-1 PSAP Meeting & Training events
- Oversee training program for 9-1-1 telecommunicators.
- Compile data and report all aspects of program activities and budget to CSEC.
- Oversee 9-1-1 public education program conducted in the region, as well as my911shop.com.
- Prepare and present Executive Committee Meeting agenda items
- Perform other duties as required or assigned.

## **EXPERIENCE AND EDUCATION**

Experience or education related to Regional 9-1-1 Program grants or a closely related field. Graduation from an accredited four-year college or university with major coursework in a relevant field is generally preferred. Experience and education may be substituted for one another. Experience with federal and state grant management, regional planning, or program administration in a council of governments or similar public-sector organization is highly desirable.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge of:**

- Knowledge of current state and federal laws, rules and regulations governing the 9-1-1 industry and ensure that WCTCOG Regional 9-1-1 Program is in compliance with applicable laws, regulations, and grant requirements.
- Business and management principles involved in strategic planning, resource allocation, and leadership techniques.
- Principles and practices of public administration, regional planning, and grant management.
- Applicable federal programs including CSEC administered programs, and other applicable funding streams.

### **Skill in:**

- Establishing plans and setting objectives and goals that support an overall organizational strategy.
- Decision-making, including assessing risk and using good judgment to inform decisions and recommendations to leadership.
- Conflict resolution and working quickly and collaboratively to solve problems.
- Grant writing, budget development, financial reporting, and compliance monitoring.
- Use of a computer and applicable software including Microsoft Office Suite and grant management platforms.

**Ability to:**

- Direct and organize program activities and business functions across multiple concurrent program areas.
- Establish goals and objectives that support WCTCOG's strategic plan and regional priorities.
- Identify problems, evaluate alternatives, and implement effective solutions.
- Develop and evaluate agency policies and procedures.
- Prepare concise reports, grant narratives, and compliance documentation.
- Communicate effectively in writing and verbally with federal and state agencies, local government officials, board members, and the public.
- Supervise the work of others and foster professional development within the department.

**REGISTRATION, CERTIFICATION, OR LICENSURE**

May require registration, certification, or licensure in a specialty area.

**Equal Opportunity Employer**

WCTCOG is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status