

Wright County is seeking a highly qualified, resilient, and dedicated leader to fill the role of **Communications Director** for the **Wright County Communications Center**.

Job Title: Communications Director

Reports To: Communications Commission & 911 Board

Location: Wright County Communications Center (Clarion, IA)

Employment Type: Full-Time (Requires 24/7 on-call availability)

Position Summary

The Communications Director administers, supervises, and is responsible for the overall operations, technology, and personnel of the Wright County Communication Center. This vital role advises governing boards on laws and policies, executes administrative directives, and ensures seamless, compliant emergency dispatch services for all county law enforcement, fire, and ambulance agencies.

Essential Job Duties & Responsibilities

Personnel & Operations Management

- **Lead Staffing Efforts:** Hire, train, schedule, and evaluate dispatch staff while managing leave requests and shift complaints.
- **Emergency Dispatch Support:** Maintain active certifications to perform telecommunicator duties during emergent situations or staffing shortages.
- **Workplace Culture:** Promote a positive, respectful, and culturally inclusive work environment.

Budgeting & Administration

- **Financial Oversight:** Plan, implement, and track both the Communications Commission and 911 Board budgets, including overtime and equipment.
- **Administrative Reporting:** Process bills and 911 surcharge checks accurately; prepare for, attend, and present at all governing board meetings.
- **Records & Compliance:** Maintain precise dispatch logs, procedure manuals, and general orders; investigate public or internal complaints and implement solutions.

Technology & Infrastructure

- **Readiness:** Partner with the IT Director to oversee the entire communications network, ensuring 100% operational readiness and state/federal regulatory compliance.
- **Equipment Maintenance:** Develop short- and long-term maintenance plans for computerized dispatch systems (CAD), handheld/mobile radios, towers, repeaters, and related equipment.
- **Outside Vendors:** Work with outside vendors to establish plans and guidelines for dispatch center operations and support.

Safety & Crisis Response

- **Weather Activation:** Supervise the monitoring of National Weather Service radar and activate the Outdoor Warning System during severe weather.
 - **Quality Assurance:** Audit the tracking of critical dispatch data to guarantee fast, accurate routing of emergency and non-emergency traffic.
 - **Confidentiality:** Maintain absolute data integrity and secrecy regarding sensitive criminal, personnel, and departmental records.
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Job Requirements & Qualifications

Education & Experience

- **Degree:** Bachelor's degree or higher preferred (Equivalent work or military experience may be substituted).
- **Experience:** Progressive, responsible supervisory experience within a public safety 911 communications center.
- **Licensure:** Must possess and maintain a valid driver's license.

Knowledge, Skills, & Abilities

- **Residency Requirement:** Must live within a **50-mile radius** of the Wright County Communications Center for critical response.
 - **Technical Mastery:** Advanced knowledge of radio communication systems, telephone voice/data concepts, and Computer Aided Dispatch (CAD) systems.
 - **Legal Literacy:** Excellent comprehension of the Code of Iowa, FCC rules, HIPAA regulations, and FOIA laws.
 - **Crisis Leadership:** Proven ability to make sound, independent decisions and multitask in emotionally charged, fast-paced environments.
 - **Communication:** Strong written and verbal communication skills; ability to read and write reports, business correspondence, and legal documents.
 - **Software:** Proficiency with Microsoft Office suite and Windows products.
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Wright County's benefit package includes health, dental and life insurance along with paid vacation, sick leave, and holidays (9).

How to Apply

Application form and job description is available at the Wright County Communications Center, 719 2nd St SW, PO Box 348, Clarion, IA 50525, telephone 515-532-3722 or at www.wrightcounty.iowa.gov, click on "Employment". Email applications to tpohlman@wrightco.iowa.gov.

Please include a cover letter and resume with our application. Applications will be accepted at the Wright County Communication Center until filled. Wright County is an equal opportunity employer.