Mobile County
Communications District

MOBILE COUNTY COMMUNICATIONS DISTRICT

DEPUTY DIRECTOR
Grade 26

POSITION SUMMARY

This is a responsible management and administrative position serving as second in command to the 911 Director on issues pertaining to the 911 call taking process and overall operations of the Mobile County Communications District center. The Deputy Director assists the Director in the execution of duties and responsibilities related to executive leadership, managerial and organizational effectiveness, fiscal planning, budgeting, auditing, human resources development, public service and communication. The Deputy Director possesses the full authority of the Director when the Director is absent on matters pertaining to the Mobile County Communications District.

DUTIES

Acts on behalf of the Director and authorized in the event of absence or vacancy to ensure continued execution of the Directors responsibilities.

Supervises staff to include prioritizing and assigning work, conducting performance evaluations, ensuring staff are trained, ensuring that employees follow policies and procedures, and maintains a healthy and safe working environment in addition to making hiring, termination, and disciplinary recommendations. Assists the Director with the hiring process of all call taking personnel, including interviews, background checks and selection of new hires.

In cooperation with the Director, plans and guides building and capital improvements projects.

Assists the Director in coordination of the selection, maintenance, and repair of current and future department equipment and technology and maintains an inventory of related equipment.

Assists the Director in negotiating and monitoring service and repair contracts.

Reviews and/or develops various reports regarding department operations, monitors compliance with applicable laws, rules and regulations, and research current trends in 911 services.

Coordinates with the Director in the development and monitoring of the annual budgets.

Assists the Director in responding to difficult or complex personnel issues and resolves associated administrative problems.

Uses statistical data to analyze staffing levels to ensure they are meeting the demand of the 911 center and reports findings to the Director.

Participates in community and other government organizations to promote the department's image and programs and to coordinate related services.

Responsible for coordinating and administration of all leaves of absence, including all FMLA leaves, in cooperation with the Human Resources Manager.

Consults legal counsel to ensure that policies comply with federal and state law.

Investigates, reports and resolves sensitive or complex complaints in cooperation with the Director.

Collaborates with the necessary local officials, public safety officials, advisory boards and committees.

Assists the Director with overall operations and functions of the Mobile County Communications District.

May perform other similar duties as necessary.

QUALIFICATIONS

Experience in a law enforcement, fire or EMS dispatch setting to include supervisory experience preferably in a public safety setting; or any equivalent combination of training and experience sufficient to indicate the ability to fulfill the duties of the position.

Knowledge of supervisory principles, project management principles, basic public safety operating principles, budgeting principles and emergency communications systems including voice and data.

Skill in monitoring and evaluating the work of subordinate staff, prioritizing and assigning work, managing projects, managing work of external vendors and contractors, developing and administering budgets, developing equipment and system specifications, preparing system documentation, planning and scheduling repairs to critical public safety equipment, troubleshooting complex communications equipment problems, using a computer and related software applications, and communications and interpersonal skills as applied to interaction with coworkers, supervisors, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Must possess a valid Alabama Driver's License, or equivalent.
MCCD is an equal opportunity employer.

Application Process: Interested candidates should submit a **resume and cover letter** detailing their experience and qualifications to mccd@mobilecounty911.gov with the subject line of Deputy Director – {Full Name}.
Applications will be accepted until November 21, 2026.