Job Posting: Director E-911 Communications Center

Mayes County has an opening for the position of Director of E-911 Communications Center. This full-time position is 40 hours per week, is exempt, pays monthly, offers benefits, including health insurance and retirement, with pay based on job experience.

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the attached document are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

More information about the duties and requirements for this position is in the attached job description.

Please submit an employment application, resume, and cover letter to apply for the position of 911 Director. Documents are to be sent to Kim Bruce, Mayes County Courthouse Payroll, via email to kbruce@mayescountyok.gov on or prior to Monday, December 7, 2026.

DUTIES:

Oversees E-911 Communications Center operations and all programs and services provided to participating Police, Fire, and EMS agencies.

Supervises Department personnel, including administering personnel programs, maintaining proper staffing levels, interviewing and hiring personnel, providing orientation for new subordinates, planning/delegating work assignments, establishing goals/standards, conducting staff performance evaluations, reviewing position responsibilities and salaries, informing staff of organizational developments, resolving problems/conflicts, and initiating disciplinary procedures as warranted.

Develops and administers staff training programs/exercises, maintains training records, and ensures all personnel and Dispatch Center certifications are current.

Oversees the 911 addressing system in the County and maintains/updates database of county street names, street address spans, and law enforcement, fire, and medical jurisdictions for each span.

Maintains digital mapping system, including upgrading current GIS layers and creating new layers as applicable.

Maintains 911 software and ensures proper operation of voice recording system, including performing system maintenance, security, and storage of media, and providing recordings to Prosecutor's Office, attorneys, and appropriate law enforcement agencies.

Promotes public awareness of the 911 emergency telephone system. Coordinates with law enforcement, fire and medical agencies, and participating telephone companies in matters about the 911 emergency telephone system, provides periodic updates to all local jurisdictions and agencies, and follows up with telephone companies in matters about 911 emergency telephone system problems and/or failures.

Receives and responds to citizen and agency concerns/complaints, resolving complaints in a diplomatic and timely manner.

Maintains and updates radio room Standard Operating Procedures (SOP), ensures radio equipment is in proper working order, and ensures all FCC Licenses are current and up-to-date.

Prepares and presents annual budget requests to the Board of County Commissioners. Prepares monthly and annual operating and financial reports, verifies financial transactions, and maintains accurate financial records.

JOB REQUIREMENTS:

Must have a High School diploma or GED.

Must have at least 2 years' experience working in a 911 Communications Center.

Experience as a 911 Director/Coordinator is not required but would be beneficial.

Working knowledge of radio frequencies, codes, procedures, and limitations.

Ability to serve on 24-hour call for emergencies.

Ability to comply with all employer and Department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

PERSONAL WORK RELATIONSHIPS:

The 911 Director reports directly to the Board of County Commissioners.

The Director maintains frequent contact with co-workers, other County departments, Police, Fire, emergency services, public safety agencies, utilities, news media, telephone companies, and members of the public for purposes of giving and receiving information, executing policies, administering operations, and making decisions/resolving problems.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT

The job description for the Director of Mayes County E-911 outlines the duties and responsibilities of the position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes____ No _____

_____ _____

Applicant Signature Date

_____

Print or Type Name