



Nashville and Davidson County

Invites your interest in the position of:

Emergency Communication Center Director

About Nashville and Davidson County, Tennessee

Located on the Cumberland River in Davidson County in the north-central part of the state, Nashville is a major hub for the health care, music, publishing, and transportation industries. Davidson County residents enjoy natural beauty, world class museums, a vibrant cultural scene, professional sports teams, restaurants, and activities that appeal to a wide range of interests. A few of the major attractions in the area include the Tennessee State Museum; The Parthenon, a full-scale replica of the original Parthenon in Athens, Greece; The Hermitage, one of the older presidential homes; the County Music Hall of fame, and the Ryman Auditorium. The advent of the Grand Ole Opry in 1925, combined with an already thriving publishing industry, positioned Nashville to become "Music City USA".

Nashville's population is approximately 605,288 according to 2005 United States Census Bureau estimates, making it the second largest city in Tennessee (after Memphis). The 2005 population of the entire 13-county Nashville metropolitan area is over 1.4 million, making it the largest and fastest growing metropolitan area in the state. Nashville is also the capital of Tennessee.

In 1963, the City of Nashville consolidated its government with Davidson County and became the first major city in the United States to form a metropolitan government.

Since the 1970's, the City has experienced tremendous growth, particularly during the economic boom of the 1990's. The leadership at that time made downtown revitalization a priority, and fostered the construction or renovation of a number of the city's landmarks, including the County Music Hall of Fame, the Nashville Public Library, the Gaylord Entertainment Center and LP Field.

Although Nashville is renowned as the home of country music and as a music recording center and tourist destination, its largest industry is actually health care. Nashville is home to more than 250 health care companies, including Hospital Corporation of America, the largest private operator of hospitals in the world, and some of the finest academic healthcare organizations in the nation including Vanderbilt and Meharry and numerous hospitals. The automotive industry is also becoming increasingly important for the entire Middle Tennessee region. Nissan North America moved its corporate headquarter in 2006 from Gardena, California (Los Angeles County) to Nashville. Nissan also has its largest North American manufacturing plant in



Smyrna, Tennessee, a Nashville suburb.

Nashville also has a small but growing film industry. Several major motion pictures have been filmed in Nashville, including The Green Mile, The Last Castle, Gummo, Coal Miner's Daughter, and Robert Altman's Nashville.

ECC Mission Statement

To provide initial emergency and non-emergency first-responder products to the public and our first responder partners so they can experience the benefits of a healthier, more secure community .



About the Metropolitan Government

Nashville has a strong mayoral form of government. It is governed by a Mayor, Vice-Mayor and 40-member Metropolitan Council. The current Mayor, is Karl F. Dean. The Metropolitan

Council is the legislative body of government for Nashville and Davidson County. There are 5 council members who are elected at Large and 35 council members that represent individual

districts. The Mayor leads 52 agencies, 10,000 employees, and a FY 2008-2009 operating budget of approximately \$1.58 billion. The Administration oversees the delivery of such

services as prisons, wastewater treatment, social services, licensing, and public health.



About the Emergency Communication Center

It is estimated that, on average, every individual in the U.S. will call for emergency assistance at least twice during their lifetime. The ECC's dedicated employees are typically the initial emergency contact in Metro Nashville, providing life-saving assistance over the phone while dispatching the necessary first responders to the emergency. The ECC provides this public service 24 hours a day, seven days a week, and 365 days a year.

The Metro Nashville Emergency Communications Center (ECC) was created in July of 2002 after an audit of the City's 9-1-1 system. Auditors determined that having a separate police

and fire communications center created delays for citizens and the potential for delays in service. The solution was to consolidate and streamline the services.

The intent of the consolidation process was to create a center of "one-stop shopping" for 9-1-1 services. This means the call taker who answers the phone can process any type of emergency call – police, fire or medical. This includes the delivery of pre-arrival instructions on medical calls. Under the previous system, a caller who needed fire or medical services was transferred to the Fire Communications Center, which created a delay in response.

Recordkeeping and statistical reports have shown that the 9-1-1 calls are being answered a full eight (8) seconds faster than before. The compliance levels for Emergency Medical Dispatch have risen to just over 95%. This is five percentage points above what is required by the National Academy of Emergency Dispatch (NAED). The ECC has maintained the accreditation acquired by NFD Communications as A Center of Excellence (ACE) through NAED. The error rate for the ECC is below one (1) percent.



About the Position of Director

The ECC Director will perform the following functions:

- Manage the combined emergency communications center focusing on service delivery and improving overall response time.
- Research and formulate long-range goals for the organization, including policy development.
- Provide recommendations for budgeting and program purposes.
- Manage a team responsible for answering emergency and non emergency calls.
- Establish policies and procedures to coordinate the services and resources of government and private agencies, during time of a disaster.
- Analyze professional and administrative problems and make sound recommendations.
- Provide leadership to the department with a style that emphasizes tact and diplomacy, and the willingness to seek reasonable compromise for the good of the organization.
- Analyze extensive detail

presentations on controversial or complex topics to senior management, elected officials and appointed department heads.

Minimum Qualifications

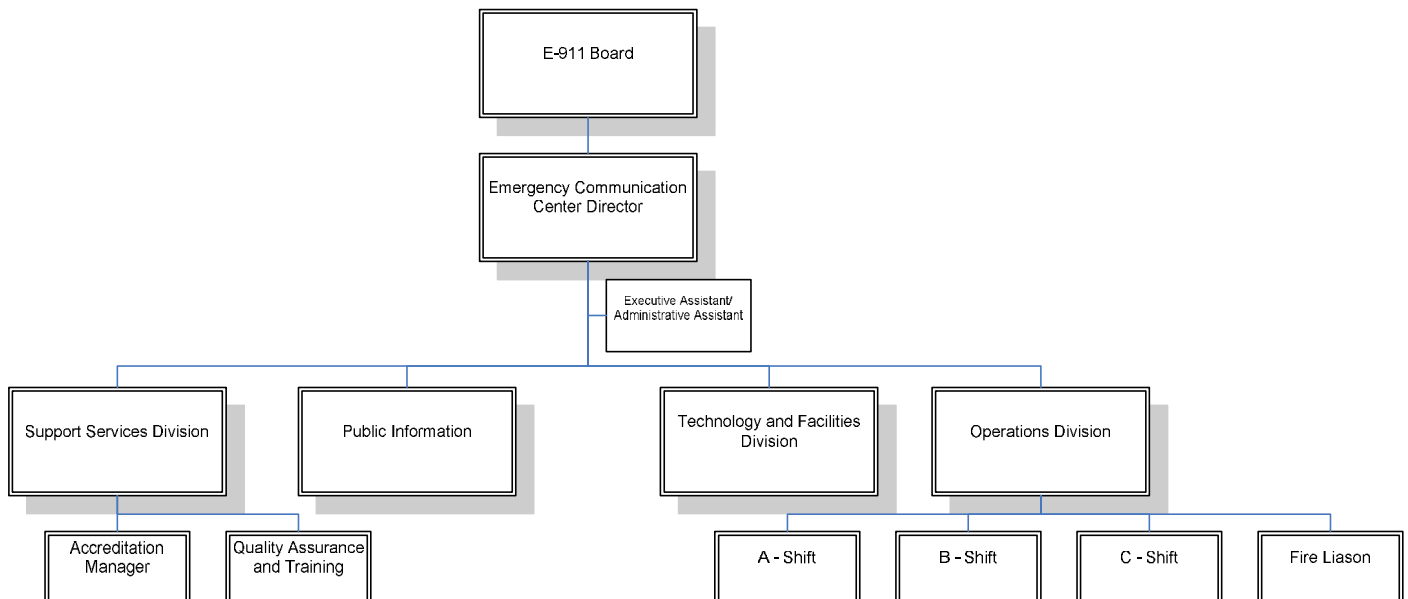
Requires a Bachelor's degree from an accredited college or university and extensive management experience and administrative experience. The Director will be a proven leader with experience in emergency preparedness including a minimum of ten years of senior level management experience.



Preferred experience includes:

- Community, labor, media and public relations.
- CALEA, CFAI and NENA certifications and accreditations.
- Experience working with Certified Emergency Medical Dispatchers.

Functional Organizational Structure



Issues and Opportunities

- Understand and assure provision of outstanding services to ECC customers.
- Improve relationship with other government departments.
- Work with employees to improve work environment and employee morale.
- Provide strong leadership on behalf of department and to staff.
- Increase employee retention and improve recruitment process.
- Continue accreditation/certification process.
- Maintain ECC as a state of the art communications center.
- Examine training process to assure that new employees are properly trained in the most effective manner.
- Able to understand Metro political issues and navigate successfully.



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Salary and Benefits

The salary for this position will be dependent upon experience and qualifications. The Metropolitan Government of Nashville and Davidson County also offers an excellent fringe benefits package that includes health insurance, retirement plan, life insurance, disability program and vacation and sick leave.

To Apply:

Interested individuals are encouraged to apply by May 1, 2008.

The Metro Government requires candidates to apply online. A link to submit your application can be found on the Available Positions page at www.slavinweb.com or at www.nashville.gov.

For more information, please contact:

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AN EQUAL OPPORTUNITY RECRUITER/EMPLOYER

In compliance with Tennessee Laws, all applications are subject to public disclosure.