

RESOLUTION NO. 2026 – 91

TO AMEND THE POSITION CONTROL AND JOB DESCRIPTIONS FOR THE CITY OF CULLMAN

THEREFORE, BE IT RESOLVED by the Cullman City Council that the position control, the job descriptions, and the fiscal year 2026 budget are hereby amended to include the following:

- a) Approve 6 job descriptions for Communications (Dispatch).
- b) Approve 4 job descriptions for Human Resources.
- c) Add 1 new position for Water – Administrative Clerk.
- d) Reclassify a position at WWTP – Grade 2 Operator to Lab Technician.

ADOPTED BY THE CITY COUNCIL, this the 11th day of May, 2026.

President of the City Council

ATTEST:

City Clerk

APPROVED BY THE MAYOR, this the 11th day of May, 2026.

Mayor

COUNCIL AGENDA REQUEST

Date: 04/21/2026

Department: Human Resources Name: Michelle Bates

Phone: 256-775-7125 Email: mbates@cullmanal.gov

Type of request (select all that apply):

- Alcohol License
- Budget Amendment
- Contract Approval
- Public Comment
- Special Event
- Other
- Annexation
- Change Order
- Petition
- Resolution
- Tax Abatement
- Bid Award
- Codification Change
- Proclamations
- Rezoning
- Variance

Reason for Request:

Requesting an amendment to position control to:

- (1) Reclass WWTP Grade 2 Operator as Lab Technician
- (2) Add one Administrative Clerk (Water Department)
- (3) Four Job Descriptions for Human Resources
- (4) Six Job Descriptions for Communications (Dispatch)

Supporting Documentation:

Attach supporting documentation.

Signed by:
 Signature: Michelle Bates
1E1A2564EF2C4B5...



Approval Sequence:

1. Administration – City Clerk’s Office

Verifies form is completed and proper documentation is attached.

Approved to Move Forward Rejected Return to Requestor

Comments:

Signed by:
 Signature: Wes Moore Date: April 21, 2026 | 8:35 PM CDT
8F02210223EC457...

2. Council Committee Chairperson - Kim Hall

Ensures necessity of the request.

Approved to Move Forward Rejected Return to Admin

Comments:

Signed by:
 Signature: Kim Hall Date: April 23, 2026 | 5:17 AM CDT
373F5C72C0C944B...

3. Council President

Approved for Council Agenda Rejected Return to Committee

Comments:

Signed by:
 Signature: Kim Hall Date: April 23, 2026 | 5:18 AM CDT
373F5C72C0C944B...

4. Administration – City Clerk’s Office

Added to Council Agenda Date of Meeting: 05/11/2026

Comments:

Signed by:
 Signature: Wes Moore Date: 04/23/2026
8F02210223EC457...



CITY OF CULLMAN

A CITY OF CHARACTER

1717 Eva Rd Northeast
Cullman, Alabama 35055
www.cullmanAL.gov

Water & Wastewater Department
Main: (256) 775-7210
Fax: (256) 737-5442

March 16, 2026

To: Chris Freeman

From: Courtney Brown

Re: Office Personnel

The Water and Sewer department has four office positions responsible for managing daily operations, and some days are more demanding than others. The data sheet provided shows that the three office staff members are already fully utilized throughout the day.

Office staff handle a wide range of responsibilities, including account set up, service disconnects, processing new meter and sewer tap requests for new construction, responding to emails and phone calls, addressing reported leaks, assisting with customer concerns, troubleshooting service issues, and processing leak adjustments.

In the past, the Office Manager was able to assist with daily operations, but due to significant city growth, increased new construction, and the addition of another department's responsibilities, that support is no longer available most days.

The data provided shows each role at the Water and Sewer department office from the past six months, October of 2025 to March of 2026. This data is the minimum average and does not include our busiest season in the spring and summer months when most people move, fill up pools and heat waves causing water leaks.

For these reasons, I am formally requesting the addition of one office position to assist with daily operations and provide additional coverage during unforeseen circumstances such as illness, absenteeism, or vacations.

Thank you for your consideration in this matter.
Courtney Brown
Water & Wastewater Office Manager

Roles and Responsibilities at the Water and Wastewater Department

TOTAL BUSINESS DAY IS 8 HRS, MINUS LUNCH = 420 MINS

Account Set up

Business Days = 108

Currently 2 people = 840mins

Responsibilities	Time Needed Each	Average per day	Total Time (MINS)		Total Numbers OCT 1 - MARCH 1
New Customers	30mins		8	240	857
Disconnects	10mins		9	90	878
New Meters	45mins per meter		1	45	133
New Sewer Taps	45mins per sewer		1	45	89
Phone Calls	10mins (average)		20	200	2158
Emails	4mins (average)		10	40	1000
Owner Accounts	30mins		4	120	
End of Day	60mins		1	60	
			Total Time	840	

Customer Service

Currently 1 person = 420mins

Responsibilities	Time Needed Each	Average per day	Total Time (MINS)		Total Numbers OCT 1 - MARCH 1
Phone Calls	10mins (average)		20	200	1774
Service Orders for Leaks/Concerns/Turn Ons	10mins		4	40	416
Purchase Orders for Water/Sewer	10mins		2	20	243
Leak Adjustments	20mins (average)		3	60	277
Filing	30mins		1	30	
Assisting Account Setup as needed	30mins		1	30	
Emails	4mins (average)		5	20	500
TOTAL			Total Time	400	

Office Manager

Currently 1 person = 420mins

Responsibilities	Time Needed Each	Average per day	Total Time (MINS)		Total Numbers OCT 1 - MARCH 1
Daily Payroll	30mins		1	30	
Administrative Roles	120mins		1	120	
Completion of New Water Meters	15mins per meter		1	15	133
Completion of New Sewer Taps	10mins per sewer		1	10	89
Phone Calls	5mins		20	100	
Emails	4mins		15	60	2000
ADEM (10th)	210mins (per month)	1/2 day monthly		10.5	
Billing Hydrant Meters/Flush Meters (5th)	210mins (per month)	1/2 day monthly		10.5	
Payroll (Every Other Tuesday)	210mins (bi-week)	1/2 day bi-weekly		21	
Late Notices (Every Thursday)	210mins (weekly)	1/2 day weekly		42	
Cutoffs / Reconnects (Every Wednesday)	210mins (weekly)	1/2 day weekly		42	
Interviews	Semi-Annually				
Meetings / Committees	60mins (weekly)	1hr weekly		12	
WWTP Additional Tasks	60mins		1	60	
			Total Time	533	Over 110mins

City of Cullman Job Description

Position Title: HR Director

Department: Human Resources

The City of Cullman will provide equal employment and advancement opportunities to all individuals. Employment decisions for the City of Cullman will be based on merit, qualifications, and abilities. Equal opportunities are provided regardless of race, color, religion, sex, national origin, age, disability, or other characteristics protected by law. The City of Cullman will provide reasonable accommodation for qualified individuals with known disabilities.

Reports to: Mayor with strategic support from the City Council

Compensation: Full-Time / Salaried

Description:

The Human Resources Director is an appointed senior administrative position responsible for planning, directing, and managing all Human Resources functions for the City.

This position ensures compliance with federal and Alabama employment laws and provides personnel related strategic support to Department Heads, the Personnel Board, and Elected Officials. The HR Director develops and oversees policies that promote an effective, equitable and legally compliant workforce.

Detailed Work Activities:

Leadership and Administration:

- Directs all human resources operations including recruitment, classification, compensation, benefits, payroll, accounting functions, and employee relations.
- Advises the Mayor, City Council, and Department Heads on HR strategy, workforce planning, and organizational development
- Supervises, evaluates and develops HR staff
- Develops and implements HR policies and procedures consistent with municipal ordinances and applicable federal and state law; ensures all employees are informed of personnel policies and any adopted changes.
- Establishes performance standards and ensures accountability
- Oversees civil service processes where applicable, such as promotional testing and eligibility registers
- Fosters a culture of accountability, teamwork, and service excellence

Legal Compliance and Risk Management:

- Ensures compliance with federal and state employment laws including:
 - Fair Labor Standards Act (FLSA)
 - Americans with Disabilities Act (ADA)

- Family and Medical Leave Act (FMLA)
 - Title VII of the Civil Rights Act
 - Uniformed Services Employment and Reemployment Rights Act (USERRA)
- Oversees internal investigations, disciplinary processes, and grievance procedures; provides strategic support and recommendations regarding such matters to Department Heads, Mayor, Personnel Board and City Council as requested or required.
- Manages unemployment claims, EEOC responses, and employment related litigation coordination.
- Advises on risk exposure related to employment actions, including termination, accommodation and leave management.
- Coordinates with departmental leadership regarding employee related response for public health and workplace emergencies, including infectious disease outbreaks and weather-related emergencies, in collaboration with local, state and federal agencies.
- Reviews the employee handbook on an ongoing basis, and coordinates with Department Heads to identify needed updates; Leads the annual handbook revision process to ensure policies remain current, accurate, and compliant with applicable laws and organizational requirements.

Recruitment Management:

- Directs recruitment, job posting, and onboarding processes for all departments
- Assists with employee interviews and selection processes when requested by Department Heads, Mayor or City Council, or when required by departmental SOG
- Ensures fair, consistent, and legally compliant hiring practices, including background screening, medical examination, substance abuse testing and psychological evaluation protocols.
- Assists in retention strategies and succession planning initiatives
- Ensures compliance with the City's position control policy

Employee Relations:

- Serves as the primary resource for employee concerns, conflict resolution and policy interpretation.
- Promotes a positive organizational culture, while balancing operational and legal considerations.
- Provides guidance and training to supervisors on performance management and discipline

Training and Development:

- Develops and implements training programs on compliance, supervision and workplace conduct
- Develops and implements new employee orientation programs

Records Management:

- Maintains accurate personnel records in compliance with public records laws and retention schedules
- Oversees HR information systems and reporting functions
- Completes various Department of Labor surveys by gathering, validating and submitting accurate workforce and employment data in a timely manner

Compensation and Benefits:

- Administers the classification and compensation plans; conducts market and equity analyses, and recommends updates to the plan
- Oversees employee benefits programs including health insurance, retirement systems, (RSA, RSA1, Empower), and leave programs
- In conjunction with the City Clerk, recommends salary adjustments and policy updates based on budgeting processes.
- Oversees all functions of payroll processing for the City
- Oversees the implementation of all Council approved annual budget cycle changes each fiscal year, including employee pay changes, pay scale updates, changes in classification and promotions

Budgeting and Resource Management:

- Prepares and manages the HR department's annual operating and capital budgets
- Monitors expenditures and ensures cost-effective use of materials, equipment and labor
- Assists in multi-year capital improvement forecasting
- Ensures efficient and transparent use of public resources

Community Engagement and Service:

- Responds to employee, city official, or citizen inquiries regarding HR related matters
- May be required to attend City Council meetings and work sessions
- Will provide monthly departmental updates to City Council Chair
- Represents the department and/or the City in public forums related to human resources
- Supports City-wide initiatives
- Supports Cullman's long-term goals and growth strategy

Qualifications:

Education: Bachelor's degree in Human Resources Management, Public Administration, Business Administration or related field is preferred, or five to ten years' progressively responsible experience in technical personnel administration, including supervisory experience. Municipal experience is strongly preferred.

Certification Requirements:

- Professional certification in Public Personnel Administration required within the first two years of employment (PSHRA- CP or AAPPA- CHRP)

Knowledge, Skills, Abilities:

- Strong knowledge of federal and Alabama employment laws, and their practical application in public sector settings
- Considerable knowledge in the fundamental principles and practices of public personnel administration, including classification, compensation structures, and pay equity considerations
- Ability to interpret and apply complex laws and regulations to real-world situations
- Demonstrated ability to balance employee advocacy with risk mitigation and organizational accountability
- Considerable understanding of municipal government function and organization
- Experience with HRIS systems
- Ability to supervise, plan, and direct the work of subordinates
- Strong critical thinking, analytical problem-solving and decision-making skills
- Knowledge of public records and retention requirements as they relate to personnel and payroll files
- Working knowledge of Alabama employment law, including at-will doctrine, unemployment processes, and any applicable civil service and merit system rules
- Ability to handle sensitive and confidential matters with discretion, maintaining strict confidentiality, while balancing transparency obligations in a public entity
- Strong leadership, communication and conflict resolution skills
- Ability to balance legal compliance with operational practicality
- Understanding of employee benefits administration, including The Retirement Systems of Alabama, health insurance plan administration (LocalGov), cafeteria plans, life insurance, and leave policies
- Ability to conduct objective and fair workplace investigations, maintain documentation standards, and follow established disciplinary procedures that will withstand legal and public scrutiny
- Advanced interpersonal and conflict resolution skills, with the ability to manage sensitive employee relations issues objectively and professionally, while remaining neutral and fact driven
- Ability to navigate and enforce policy consistency across departments with differing cultures and leadership styles
- Ability to respond effectively to urgent and high-pressure situations

- Ability to adapt to changing laws, regulations and organizational needs and translate those changes into actionable policy
- Effective written and verbal communication skills, including the ability to draft clear policies, investigative findings and legally defensible documentation.
- Familiarity with municipal operations, including Police, Fire, 911 Communications, Public Works, and the unique workforce challenges they present
- Ability to train others on supervisory topics such as discipline, harassment prevention and legal compliance
- Ability to advise elected officials, executive leadership and department heads on navigating personnel issues as required
- Data driven decision making skills including use of HR metrics, reporting and HRIS systems
- Ability to exercise sound independent judgment in situations with legal, operational and political implications

EMPLOYEE ACKNOWLEDGMENT

I have reviewed this job description and understand all duties and responsibilities as outlined. I acknowledge that job duties may change temporarily or permanently according to the needs of the City of Cullman. If asked to perform duties not listed, I understand I should discuss them with my supervisor or Human Resources.

Applicant Signature

Date

Witness

Date

City of Cullman Job Description

Position Title: Human Resources Specialist (Benefits Administration)

Department: Human Resources

The City of Cullman will provide equal employment and advancement opportunities to all individuals. Employment decisions for the City of Cullman will be based on merit, qualifications, and abilities. Equal opportunities are provided regardless of race, color, religion, sex, national origin, age, disability, or other characteristics protected by law. The City of Cullman will provide reasonable accommodation for qualified individuals with known disabilities.

Reports to: HR Director

Compensation: Full-Time / Hourly

Description:

The Human Resources Specialist (Benefits Coordinator) is responsible for the day-to day administration, coordination and support of employee benefits programs. This position ensures compliance with applicable laws and regulations while delivering responsive, accurate service to employees regarding benefits enrollment, changes and inquiries. The role serves as a key point of contact for employees, retirees, vendors, and internal departments on all matters related to benefits.

Detailed Work Activities:

- Administers employee benefits programs including health, dental, vision, life, disability, retirement, CWAC, and voluntary benefits
- Coordinates and manages new hire enrollment, qualifying life event changes, annual open enrollment processes, and discontinues benefits coverage upon employee separation
- Serves as the primary liaison with benefits providers, brokers and third-party administrators to resolve issues and ensure effective service delivery.
- Maintains accurate benefits records and ensures proper documentation and record retention
- Reviews, reconciles and pays insurance and other benefit invoices
- Reviews, reconciles and transfers funds for retirement contributions in both the RSA and other retirement systems
- Processes employee status changes, such as address information across all benefit platforms
- Updates HRIS information regarding changes to health insurance coverage for employees and dependents to ensure accurate ACA reporting.
- Coordinates with payroll to ensure accurate employee deductions and city paid benefit processing
- Issues invoices for the employee portion of premiums for employees who are on unpaid leave

- Assists employees with benefits-related questions and provides clear guidance on plan options, eligibility, and claim issues
- Provides guidance and assistance to employees navigating service and/or disability retirement processes, including eligibility requirements, documentation, and application processes.
- Ensures compliance with federal and state laws, including Affordable Care Act (ACA), Family and Medical Leave Act (FMLA) COBRA and applicable RSA requirements.
- Prepares required reports, notices and filings related to benefits administration, including ACA reporting, and 1095C distribution
- Assists in the development and communication of benefits policies, procedures and employee education materials
- Participates in audits and ensures data integrity and confidentiality of employee information
- Responds to information requests, such as employment verifications.
- Offers support in other HR roles such as payroll and onboarding when required
- Assists the Director with special projects or investigations as required
- Any other HR function as needed

Qualifications:

Education: Graduation from a standard senior high school or a GED is required. Associate's degree or higher in HR, Business Administration, or related field is preferred, but not required.

Two years' experience in human resources is preferred; Municipal experience strongly desired

Equivalent combination of education and experience may be considered.

Certification:

This position is eligible for a non-competitive promotion to HR Officer, or Senior HR Officer by obtaining certification through the Alabama Association of Public Personnel Administrators (AAPPA).

Employees obtaining Payroll Specialist or Risk Management certifications are eligible for promotion to HR Officer.

Employees obtaining HR Professional or HR Specialist are eligible for promotion to Senior HR Officer

Knowledge, Skills, Abilities:

Knowledge of:

- Principles and practices of human resources and benefits administration

- Applicable federal and state employment laws and regulations
- HRIS systems and benefits administration platforms
- Basic accounting and payroll processes related to benefits

Skilled in:

- Customer service and employee relations
- Data management, reconciliation and reporting
- Organization and attention to detail
- Problem solving and conflict resolution
- Effective written and verbal communication
- Complex mathematical computations and invoice reconciliation processes

Ability to:

- Interpret and apply complex policies, laws and regulations
- Maintain strict confidentiality and handle sensitive information
- Manage multiple priorities and deadlines with accuracy
- Work independently while collaborating across departments
- Communicate technical benefits information in a clear user-friendly manner

EMPLOYEE ACKNOWLEDGMENT

I have reviewed this job description and understand all duties and responsibilities as outlined. I acknowledge that job duties may change temporarily or permanently according to the needs of the City of Cullman. If asked to perform duties not listed, I understand I should discuss them with my supervisor or Human Resources.

Applicant Signature

Date

Witness

Date

City of Cullman Job Description

Position Title: Human Resources Specialist (Payroll Administration)

Department: Human Resources

The City of Cullman will provide equal employment and advancement opportunities to all individuals. Employment decisions for the City of Cullman will be based on merit, qualifications, and abilities. Equal opportunities are provided regardless of race, color, religion, sex, national origin, age, disability, or other characteristics protected by law. The City of Cullman will provide reasonable accommodation for qualified individuals with known disabilities.

Reports to: HR Director

Compensation: Full-Time / Hourly

Description:

The Payroll Specialist is responsible for the accurate and timely processing of payroll for all municipal employees and elected officials. This position ensures compliance with applicable federal and state laws, maintains payroll and timekeeping records, and serves as a resource for employees regarding pay, deductions, and related matters. This position also supports the administration of leave programs, including Family and Medical leave act (FMLA) by tracking leave usage and maintaining appropriate records. The role requires a high level of accuracy, confidentiality, attention to detail, and customer service.

Detailed Work Activities:

- Processes payroll on a regular schedule, ensuring accuracy of wages, overtime, and leave balances
- Administers and maintains the timekeeping system, including employee set up and permissions related to access, troubleshooting, auditing time entries, corrections and ensuring compliance
- Reviews, audits, and approves time keeping data; works with supervisors to resolve discrepancies or errors in timesheets or leave reporting
- Ensures proper calculations regarding benefits, deductions, garnishment withholdings, etc.
- Administers wage garnishments, child support orders, tax levies, and other court-ordered deductions, including calculation, tracking and timely disbursement to appropriate agencies.
- Maintains detailed records of all garnishments and ensures compliance with applicable laws and rules
- Coordinates and processes personnel actions regarding pay, leave accruals and status changes
- Maintains and updates employee payroll and timekeeping records, including new hires, terminations, pay changes and status updates

- Provides reports to auditors as required
- Investigates and resolves any discrepancy or error in payroll administration
- Ensures compliance with federal and state wage and hour laws, including the Fair Labor Standards Act (FLSA)
- Processes payroll related filings such as W2's and other reports
- Coordinates with Accounting for general ledger entries, and audits
- Responds to employee and supervisor inquiries regarding pay, timekeeping, leave balances, and deductions in a timely and professional manner
- Processes federal and state withholding elections and obtains updated W4 information from the employee when changes are requested
- Processes employee banking changes, including direct deposit set up and updates, ensuring proper authorization and verification controls are followed
- Reviews eligibility for and processes special payrolls such as annual holiday pay, sick leave payout, physical fitness bonuses for public safety departments
- Safeguards confidentiality of payroll, garnishment and employee information
- Responds to information requests, such as employment verifications.
- Plans, coordinates and administers all new hire orientation sessions for all new employees
- Submits required monthly data to the Bureau of Labor Statistics
- Responds to requests for leave donation; processes approved requests
- Supports administration of Family and Medical Leave Act (FMLA) by administering designations, approvals, and compliance related matters to ensure proper handling and tracking. Also monitors leave balances, records intermittent and continuous leave, and maintains required documentation and records.
- Offers support in other HR roles such as benefits and onboarding when required
- Assists the Director with special projects or investigations as required
- Any other HR function as needed

Qualifications:

Education: Graduation from a standard senior high school or a GED is required. Associate's Degree or higher in HR, Accounting, Business Administration, or related field is preferred, but not required.

Two years' experience in human resources is preferred; Municipal and payroll experience strongly desired

Equivalent combination of education and experience may be considered.

Certification:

This position is eligible for a non-competitive promotion to HR Officer, or Senior HR Officer by obtaining certification through the Alabama Association of Public Personnel Administrators (AAPPA).

Employees obtaining Payroll Specialist or Risk Management certifications are eligible for promotion to HR Officer.

Employees obtaining HR Professional or HR Specialist are eligible for promotion to Senior HR Officer

Knowledge, Skills, Abilities:**Knowledge of:**

- Payroll processing, timekeeping systems, and wage garnishment administration
- Tax withholding requirements and payroll compliance regulations
- Leave administration practices, including FMLA tracking and documentation
- Applicable federal and state payroll and wage laws
- Basic accounting principles and reconciliation processes

Skilled in:

- Data entry and auditing with a high degree of accuracy
- Mathematical calculations, including deductions and allocations
- Organization and time management in deadline driven environments
- Customer service and employee communication
- Problem solving and discrepancy resolution

Ability to:

- Interpret and apply payroll laws, tax forms, leave policies, and garnishment orders
- Maintain strict confidentiality of sensitive financial and personal information
- Manage multiple deadlines
- Identify errors and implement corrective action
- Communicate technical payroll and tax information clearly to employees and supervisors

EMPLOYEE ACKNOWLEDGMENT

I have reviewed this job description and understand all duties and responsibilities as outlined. I acknowledge that job duties may change temporarily or permanently according to the needs of the City of Cullman. If asked to perform duties not listed, I understand I should discuss them with my supervisor or Human Resources.

Applicant Signature

Date

Witness

Date

City of Cullman Job Description

Position Title: Human Resources Specialist (Recruiting and Onboarding)

Department: Human Resources

The City of Cullman will provide equal employment and advancement opportunities to all individuals. Employment decisions for the City of Cullman will be based on merit, qualifications, and abilities. Equal opportunities are provided regardless of race, color, religion, sex, national origin, age, disability, or other characteristics protected by law. The City of Cullman will provide reasonable accommodation for qualified individuals with known disabilities.

Reports to: HR Director

Compensation: Full-Time / Hourly

Description:

The Recruiting and Onboarding Specialist is responsible for managing the full-cycle recruitment process and coordinating a structured onboarding experience for new hires.

Detailed Work Activities:

Recruitment and Selection

- Manages full-cycle recruitment including job postings, applicant screening, and when requested, interview coordination and selection process support
- Verifies position control to ensure vacancies are authorized, budgeted and aligned with approved staffing plans prior to hire
- Prepares and posts job announcements across appropriate platforms
- May review applications and resumes to identify qualified candidates
- May coordinate and participate in interviews, including developing and reviewing interview questions and evaluation tools
- Prepares offer letters on behalf of the Mayor or Council, as applicable, and extends conditional and final job offers on behalf of the appropriate Appointing Authority
- Maintains accurate applicant tracking and onboarding records

Onboarding and New Hire Processing

- Coordinates and facilitates new hire employee onboarding, including employee orientation and start date coordination
- Ensures completion of all new hire documents such as I-9, W-4, A-4, direct deposit information, policy acknowledgements, etc.)
- Reviews and maintains internal employee documentation to ensure accuracy, completeness and proper filing
- Verifies that hire sheets are properly completed and signed by all required parties
- Serves as the primary point of contact for new hires during the onboarding process

- Coordinates and schedules pre-employment screenings such as medical exams, drug screenings, background checks, and psychological exams
- Receives and evaluates results of pre-employment screening results to determine candidate eligibility in accordance with established criteria
- Collaborates with Information Technology and other departments to ensure readiness for new employees, (ID badges, system access, equipment)
- Monitors onboarding progress and follows up with new hires and supervisors to ensure successful integration
- Accurately enters and maintains new employee data in the Human Resources Information System (HRIS), ensuring completeness and compliance with organizational standards
- Coordinates with payroll to establish and verify employee time keeping settings, ensuring accuracy and compliance with departmental policies
- Enrolls new hires in the Retirement Systems of Alabama, ensuring timely submission and accurate uploading of all required forms and supporting documentation in compliance with state requirements
- Uploads and reports new hire information to the State of Alabama Department of Labor in accordance with state reporting requirements
- Administers the E-verify process for new hires, ensuring timely and accurate employment verification in compliance with federal regulations
- Collaborates with the Benefits Coordinator to ensure new hires are properly enrolled in all standard and elected benefits programs
- Serves as the primary HR point of contact for Park and Recreation and facilitates the onboarding process for both seasonal and full-time employees.
- Responds to information requests, such as employment verifications.
- Offers support in other HR roles such as payroll and benefits when required
- Assists the Director with special projects or investigations as required
- Any other HR function as needed

Qualifications:

Education: Graduation from a standard senior high school or a GED is required. Associate's Degree or higher in HR, Accounting, Business Administration, or related field is preferred, but not required.

Two years' experience in human resources is preferred; Municipal experience strongly desired
Equivalent combination of education and experience may be considered.

Certification:

This position is eligible for a non-competitive promotion to HR Officer, or Senior HR Officer by obtaining certification through the Alabama Association of Public Personnel Administrators (AAPPA).

Employees obtaining Payroll Specialist or Risk Management certifications are eligible for promotion to HR Officer.

Employees obtaining HR Professional or HR Specialist are eligible for promotion to Senior HR Officer.

Knowledge, Skills, Abilities:

Knowledge of:

- Recruitment practices, employment law, and onboarding best practices
- State and federal employment requirements

Skilled in:

- Data entry and auditing with a high degree of accuracy
- Mathematical calculations, including deductions
- Organization and time management in deadline driven environments
- Customer service and employee communication
- Problem solving and discrepancy resolution
- Attention to detail and follow-through

Ability to:

- Manage multiple recruitments simultaneously
- Maintain confidentiality and exercise sound judgement

EMPLOYEE ACKNOWLEDGMENT

I have reviewed this job description and understand all duties and responsibilities as outlined. I acknowledge that job duties may change temporarily or permanently according to the needs of the City of Cullman. If asked to perform duties not listed, I understand I should discuss them with my supervisor or Human Resources.

Applicant Signature

Date

Witness

Date

City of Cullman Job Description

Position Title: 911 Communications Center Director

Department: Dispatch

The City of Cullman will provide equal employment and advancement opportunities to all individuals. Employment decisions for the City of Cullman will be based on merit, qualifications, and abilities. Equal opportunities are provided regardless of race, color, religion, sex, national origin, age, disability, or other characteristics protected by law. The City of Cullman will provide reasonable accommodation for qualified individuals with known disabilities.

Reports to: Mayor with strategic support from the City Council

Compensation: Full-Time / Salaried

Description:

This position oversees all operations of Cullman City Communications Center, ensuring reliable 911 emergency call handling and dispatch services for police, fire, and other public safety partners.

Detailed Work Activities:

- Provides supervision to the Assistant Director in matters concerning the operation of the Communications Department.
- Prepares necessary reports, such as, but not limited to, budget, overtime, weekly and monthly reports.
- Develops and implements policies and procedures and ensures policies and procedures remain current.
- Maintains technology systems along with Information Technology Department.
- Assists with the interviewing, hiring and training of new or newly promoted telecommunicators.
- Participates in the hiring, promotion and discipline of communication department employees.
- Provides a physical and mental work environment that promotes the timely, efficient completion of each employee's duties.
- Leads by example to foster a positive work environment and provide visionary leadership.
- Provides the means for adequate in-service training for each employee entering a new job classification.
- Provides a physical work environment that is designed to be comfortable and efficient, as related to each job classification's specific function.
- Operates as a liaison with other agencies and divisions to include Cullman Police Department, Cullman Fire/Rescue, Cullman Emergency Medical Services, Cullman

County E911 Board, Cullman County EMA, Cullman County Sheriff's Office, and Cullman County Association of Volunteer Fire Departments.

- Maintains payroll records, orders necessary supplies, and ensure all Communications logs and records are up to date.
- Responsible for directing Assistant Director, Shift Supervisors and other Communications personnel.
- Ensures all telecommunicators remain compliant with Priority Dispatch. Ensures Quality Assurance is being completed to Priority Dispatch standards.
- Ensures all telecommunicators maintain training hours.
- Ensures compliance with federal, state, and local regulations (e.g., NENA/APCO standards, FCC rules, NCIC policies and procedures).
- Creates verbal and written presentations that include, but are not limited to, budget proposals, grant proposals, and speaking engagements that inform the community and city officials about department goals.
- Recommends corrective action for any performance or conduct issues.
- Receives and investigates public inquiries about communications department operations and follows up to ensure adequate resolution.

Qualifications:

Education: Graduation from a standard senior high school or a GED is required.

Preferred Education:

- Minimum of associate degree
- Obtain FBI LEEDA Trilogy
- Center Management Certification Program (CMCP)
- Center Training Officer (CTO)

Experience Required:

- Must have a minimum of ten (10) years' experience working in a dispatch environment.
- Must have a minimum of five (5) years' experience in a supervisory/management role.
- Supervisory/management experience with Cullman City Communications (Preferred)

Certification Requirements:

- Possess and maintain National Crime Information Center (NCIC) Certification.
- Possess and maintain Priority Dispatch Certifications (EMD, EFD, EPD)
- Possess and maintain Alabama Public Safety Telecommunicator State Certification
- Must possess and maintain a valid Alabama driver's license.

Knowledge, Skills, Abilities:

- Must possess strong leadership and team development skills.
- Must possess a deep knowledge of emergency telecommunications technology and systems (e.g., CAD, Radio, NCIC, Priority Dispatch)
- Must be available on a 24-hour basis.
- Working knowledge of Cullman City Communications Standard Operating Procedures.
- Knowledge of FCC regulations, Cullman City rules and regulations, Cullman Police Department directives, Cullman Fire/Rescue directives.
- Knowledge of NCIC policies and procedures.
- Knowledge of operation and maintenance of communications equipment and software.
- Knowledge of and ability to operate CAD system efficiently.
- Knowledge of and ability to operate 911 and administrative phone systems efficiently.
- Knowledge of and ability to operate NCIC efficiently.
- Knowledge of and ability to operate Priority Dispatch Systems efficiently.
- Knowledge of and ability to enter warrants into both Spillman and NCIC and ensuring accuracy of all warrants entered into each system.
- Knowledge in large special event planning.
- Knowledge of Incident Command Systems.
- Knowledge of modern management techniques as they relate to 911 telecommunications.
- Geographic knowledge of Cullman City and surrounding jurisdictions.
- Knowledge of important public structures (schools, hospitals, churches, etc.) that may experience significant public safety and welfare hazards.
- Ability to maintain a positive working relationship with administrative staff from Cullman Police Department, Cullman Fire/Rescue and other city departments.
- Ability to speak respectfully with the public regarding citizen complaints and concerns.
- Ability to prepare budget.
- Ability to set priorities and exercise sound, independent judgment within areas of responsibility.
- Ability to correctly interpret and apply laws, standards, and policies as they apply to emergency telecommunications.
- Ability to plan, lay out, and direct the work of a number of subordinates under emergency conditions and in routine work.
- Ability to maintain discipline and consistency.
- Ability to foster a positive working environment.
- Ability to think clearly and make quick decisions in emergency situations.
- Ability to perform multiple tasks efficiently and simultaneously.
- Ability to diffuse and manage volatile and stressful situations.

- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator.
- Ability to communicate effectively and professionally with city officials.
- Ability to express ideas clearly, both orally and in writing.

EMPLOYEE ACKNOWLEDGMENT

I have reviewed this job description and understand all duties and responsibilities as outlined. I acknowledge that job duties may change temporarily or permanently according to the needs of the City of Cullman. If asked to perform duties not listed, I understand I should discuss them with my supervisor or Human Resources.

Applicant Signature

Date

Witness

Date

City of Cullman Job Description

Position Title: 911 Communications Center Assistant Director

Department: Dispatch

The City of Cullman will provide equal employment and advancement opportunities to all individuals. Employment decisions for the City of Cullman will be based on merit, qualifications, and abilities. Equal opportunities are provided regardless of race, color, religion, sex, national origin, age, disability, or other characteristics protected by law. The City of Cullman will provide reasonable accommodation for qualified individuals with known disabilities.

Reports to: Director

Compensation: Full-Time / Salaried

Description:

This position assists the Communications Director in ensuring the efficient and effective operation of the Communications Department. The Assistant Director supervises and coordinates subordinates' activities; assists in the selection process for Center personnel, assists the Director in the preparation of the annual budget, strategic plan, and Center mission statement and value words.

Detailed Work Activities:

- Participates in establishing Communications policies and procedures. Assists in implementing newly established policies and procedures and ensuring compliance.
- Assists with preparation and/or direction of preparation of necessary reports such as, but not limited to, budget, overtime, weekly and monthly reports.
- Assists with the interviewing, hiring, and training of new or newly promoted telecommunicators.
- Provides a physical and mental work environment that promotes the timely, efficient completion of each employee's duties.
- Provides the means for adequate in-service training for all employees.
- Maintains relationships with other agencies and departments to include Cullman Police Department, Cullman Fire/Rescue, Cullman Emergency Medical Services, Cullman County E911 Board, Cullman County EMA, Cullman County Sheriff's Office, and Cullman County Association of Volunteer Fire Departments.
- Directs Shift Supervisor and other Communications personnel, in conjunction with the Communications Director, in adherence to the following:
 - FCC regulations
 - City Rules and Regulations
 - Police Department directives
 - Fire/Rescue directives

- Remains current on all Cullman City and Communications policies and procedures, federal and state statutes, and management objectives and correctly advises subordinates when called upon.
- Maintains payroll records, orders necessary supplies, and ensures all Communications logs and records are current.
- Ensures that all Communications equipment is functioning properly.
- Supervises the daily operations within the Communications Center.
- Supervises employees, including establishing workloads, prioritizing work assignments, evaluating employee performance, interpreting and enforcing policies and procedures, resolving staff issues, making recommendations on hiring or discipline decisions, and administering disciplinary action as required.
- Oversees the preparation of shift schedules and makes recommendations for schedule adjustments during staff shortages.
- Assigns/re-assigns shifts as necessary.
- Issues monthly training. Maintains employees' training certifications and ensures all employees remain current in their certifications.
- Participates in Quality Assurance and ensures employees remain compliant with Priority Dispatch.
- Assists telecommunicators with emergency/non-emergency and high priority calls as needed.
- Investigates citizen/officer complaints and makes recommendations for resolution.
- Ensures compliance with federal, state, and local regulations (e.g., NENA/APCO standards, FCC rules, NCIC policies and procedures).
- Required to have prompt, regular attendance in-person and be available to work on-site, in-person during regular business hours as needed.
- Performs other duties as assigned by the Communications Director.

Qualifications:

Education: Graduation from a standard senior high school or a GED is required.

Preferred Education:

- Minimum of associate degree
- Obtain FBI LEEDA Trilogy
- Center Management Certification Program (CMCP)
- Center Training Officer (CTO)

Experience Required:

- Must have a minimum of ten (5) years' experience working in a dispatch environment.

- Must have a minimum of five (2) years' experience in a supervisory/management role.
- Supervisory/management experience with Cullman City Communications (Preferred)

Certification Requirements:

- Possess and maintain National Crime Information Center (NCIC) Certification.
- Possess and maintain Priority Dispatch Certifications (EMD, EFD, EPD)
- Possess and maintain Alabama Public Safety Telecommunicator State Certification
- Must possess and maintain a valid Alabama driver's license.
- Complete NIMS 100, 200, 700, 800, 300, and 400

Knowledge, Skills, Abilities:

- Effective oral and written communication skills.
- Knowledge of principles and practices of supervision.
- Knowledge of Cullman City Communications Standard Operating Procedures.
- Knowledge of FCC regulations, Cullman City rules and regulations, Cullman Police Department directives, Cullman Fire/Rescue directives.
- Knowledge of operation and maintenance of communications equipment and software.
- Knowledge of and ability to operate CAD system efficiently.
- Knowledge of and ability to operate 911 and administrative phone system.
- Knowledge of and ability to operate NCIC efficiently.
- Knowledge of and ability to operate Priority Dispatch Systems efficiently.
- Knowledge of and ability to enter warrants into both Spillman and NCIC and ensuring accuracy of all warrants entered into each system.
- Ability to maintain 100% compliance with Priority Dispatch.
- Knowledge of City of Cullman geography and surrounding jurisdictions.
- Knowledge of rules and regulations of the Federal Communications Commission (FCC) in operating radio and teletype equipment.
- Skilled in supervising staff, organizing, and prioritizing work.
- Skilled at receiving and transmitting messages accurately using radio or telephone equipment.
- Knowledge of Incident Command Systems.
- Ability to make decisions in emergencies or high-risk situations.
- Ability to resolve problems and make decisions.
- Ability to maintain composure under stressful situations.
- Ability to prepare and present oral and written communication/reports.
- Ability to speak respectfully with the public regarding citizen complaints and concerns.

- Ability to speak respectfully with subordinates and other employees with Cullman City Communications, Cullman Police Department, Cullman Fire/Rescue, and other City departments.
- Ability to identify training needs and initiate appropriate training methods.
- Ability to prepare budget.

EMPLOYEE ACKNOWLEDGMENT

I have reviewed this job description and understand all duties and responsibilities as outlined. I acknowledge that job duties may change temporarily or permanently according to the needs of the City of Cullman. If asked to perform duties not listed, I understand I should discuss them with my supervisor or Human Resources.

Applicant Signature

Date

Witness

Date

City of Cullman Job Description

Position Title: 911 Emergency Telecommunicator Shift Supervisor

Department: Dispatch

The City of Cullman will provide equal employment and advancement opportunities to all individuals. Employment decisions for the City of Cullman will be based on merit, qualifications, and abilities. Equal opportunities are provided regardless of race, color, religion, sex, national origin, age, disability, or other characteristics protected by law. The City of Cullman will provide reasonable accommodation for qualified individuals with known disabilities.

Reports to: 911 Communications Center Assistant Director

Compensation: Full-Time / Hourly

Description:

The Shift Supervisor is given the responsibility to supervise the administrative functions of the shift and other functions as outlined in this directive. Communications personnel can and should look at the Shift Supervisor for guidance, leadership, and training as needed.

This position serves as a working supervisor and will be assigned to one particular shift, in charge of overseeing day-to-day operations in the communications center. In addition to performing the full range of call taking and dispatching functions, supervisors also direct and supervise subordinate staff, including assigning and delegating work projects; scheduling employees to maintain proper staffing levels; and performance management including evaluating work performance, coaching, mentoring, and/or implementing corrective action for performance issues.

Detailed Work Activities:

- Responsible for first line supervision of all personnel assigned to their shift
- Provide direction and guidance to telecommunicators in matters pertaining to the shift operation that involves continuity and consistency within the division
- Review and sign all informational memos, evaluations, and any other administrative correspondence being forwarded through, or filed for, their shift.
- Responsible for scheduling staffing that may be required on their shift, beginning with part-time employees.
- Responsible for promoting clear and open communication between themselves and other Shift Supervisors. Shall work with other supervisors, Assistant Director, and Communications Director in promoting, encouraging, and maintaining continuity and consistency between shifts.
- Properly operates all functions of the telephone system, CAD system, mapping system and all other functions relevant to work responsibilities.

- Interact professionally with the public, other agencies, and fellow employees.
- Research and draft written responses, when necessary, in response to citizens or any other complaints regarding communications personnel.
- Regularly monitor and evaluate subordinates for the purpose of training and improving job performance.
- Participates in any training for new employees and individual counseling for goals of self-improvement. Completes training documents as needed.
- Informs the proper agency, or agencies, as well as Assistant Director, regarding equipment failure.
- Enforces rules, regulations, policies and procedures and documents any violations.
- Supervises, directs, and evaluates assigned staff and processes employee concerns and complaints.
- Updates personnel on changes or additions to policies and procedures affecting their positions directly or indirectly; distributes information and special instructions received during a shift.
- Speaks respectfully to the public on phone lines, police/fire on radio, and subordinates in the room. Maintains a positive attitude and is a role model for subordinates.
- Attends training courses offered by the department or required by law to maintain applicable certification, to remain abreast of departmental operations, and to promote improved job performance.
- Actively works with all subordinate staff to improve or resolve performance issues and ensure a high standard of service; offers guidance, individual training and instructions as needed.
- Must remain 100% compliant with ProQA.
- Participate in and be a member of Quality Assurance/Improvement Team. Evaluate calls as directed by the Assistant Director. Receives QA reports for subordinate staff, reviews, distributes, and actively works with staff to gain understanding and implement feedback to improve performance.
- May be required to work on various shifts, overtime, weekends, and/or holidays.
- Performs other related duties as assigned.
- Maintain the ability to work competently in any Telecommunicator position.

Qualifications:

Education: Graduation from a standard senior high school or a GED is required.

Experience: Must meet all the job requirements for 911 Emergency Telecommunicator and have a minimum of (2) two years' experience as a telecommunicator working in a dispatch environment. Experience with Cullman 911 Emergency Communications Center is preferred.

Certification Requirements:

- Possess and maintain National Crime Information Center (NCIC) Certification.
- Possess and maintain Priority Dispatch Certifications (EMD, EFD, EPD).
- Possess and maintain at minimum one, or all three, QA certifications through Priority Dispatch.
- Possess and maintain Alabama Public Safety Telecommunicator State Certification
- Must possess and maintain a valid Alabama driver’s license.

EMPLOYEE ACKNOWLEDGMENT

I have reviewed this job description and understand all duties and responsibilities as outlined. I acknowledge that job duties may change temporarily or permanently according to the needs of the City of Cullman. If asked to perform duties not listed, I understand I should discuss them with my supervisor or Human Resources.

Applicant Signature

Date

Witness

Date

City of Cullman Job Description

Position Title: 911 Emergency Telecommunicator Shift Lead

Department: Dispatch

The City of Cullman will provide equal employment and advancement opportunities to all individuals. Employment decisions for the City of Cullman will be based on merit, qualifications, and abilities. Equal opportunities are provided regardless of race, color, religion, sex, national origin, age, disability, or other characteristics protected by law. The City of Cullman will provide reasonable accommodation for qualified individuals with known disabilities.

Reports to: 911 Communications Center Assistant Director

Compensation: Full-Time / Hourly

Description:

The Shift Lead serves as the on-duty operational leader responsible for guiding daily operations, supporting staff, and ensuring consistency in performance and adherence to organizational standards. This role acts as the primary point of contact during an assigned shift, balancing supervisory responsibilities with active participation in operational duties.

Detailed Work Activities:

- Responsible for monitoring staff performance on shift, offering coaching and feedback, and assisting with complex or high-priority incidents.
- Responsible for maintaining clear communication with supervisors and other personnel.
- Responsible for documenting violations of department rules, regulations, policies and procedures.
- Must demonstrate the ability to effectively work with other personnel, including supervisors, and personnel from other departments.
- Must conduct performance reviews for supervisors when requested.
- Must notify supervisor of any critical incidents, employee concerns, and equipment failures.
- Must ensure proper use of CAD, radio procedures, phone calls, and protocols.
- Must remain 100% compliant within ProQA.
- Must speak respectfully to the public on phone lines, police/fire on radio, and personnel in the room. Maintain a positive attitude and be a role model.
- Must assist in training new hire telecommunicators when requested.
- Must properly operate all functions of the telephone system, CAD system, mapping system and all other functions relevant to work responsibilities.
- Must maintain strict confidentiality and refrain from discussing supervisory guidance, personnel concerns, or other trusted information with peers.

- Perform other duties as assigned.

Qualifications:

Education: Graduation from a standard senior high school or a GED is required.

- Must meet all the job requirements for 911 Emergency Telecommunicator and have experience with City of Cullman 911 Emergency Communications Center.

EMPLOYEE ACKNOWLEDGMENT

I have reviewed this job description and understand all duties and responsibilities as outlined. I acknowledge that job duties may change temporarily or permanently according to the needs of the City of Cullman. If asked to perform duties not listed, I understand I should discuss them with my supervisor or Human Resources.

Applicant Signature

Date

Witness

Date

City of Cullman Job Description

Position Title: 911 Emergency Telecommunicator

Department: Dispatch

The City of Cullman will provide equal employment and advancement opportunities to all individuals. Employment decisions for the City of Cullman will be based on merit, qualifications, and abilities. Equal opportunities are provided regardless of race, color, religion, sex, national origin, age, disability, or other characteristics protected by law. The City of Cullman will provide reasonable accommodation for qualified individuals with known disabilities.

Reports to: Shift Supervisor

Compensation: Full-Time / Hourly

Description:

Telecommunicators are responsible for receiving and processing incoming emergency and non-emergency calls for police, fire, and medical services. Working under the direction of a Shift Supervisor or Shift Lead, telecommunicators serve as the critical first point of contact for the public during incidents, ensuring that calls are handled efficiently, accurately, and with professionalism.

Telecommunicators assess caller needs, gather essential information, and determine the appropriate response based on established protocols. They prioritize calls, dispatch the appropriate emergency personnel, and maintain communication with responders to provide updates and relay critical details. This role requires the ability to remain calm under pressure while managing high call volumes and potentially life-threatening situations. Employees work under general supervision with considerable independence, subject to special instructions or orders to meet special operating circumstances or emergencies.

Detailed Work Activities:

Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

- Must report to Shift Supervisor/Shift Lead for assigned duties and instructions.
- Responsible for conducting daily checks to ensure functionality of all communications, computers, and 911 equipment.
- Responsible for answering emergency and non-emergency calls from the public and professionally interrogates callers following specific call-taking protocols to obtain all necessary information and processing the call.
- Responsible for dispatching police and fire units to calls for service.

- As directed, notifies designated on-call technicians regarding any equipment failure and notifies the supervisor as soon as practical.
- Monitors multiple radio frequencies simultaneously.
- Conducts inquiries regarding warrants, tags, and licenses upon request by a police officer.
- Contacts outside agencies or city departments as needed.
- Appropriately performs all phases of call taking and dispatching responsibilities.
- Notifies Supervisor/Administration of any major event, alerts in the manner established by police and departmental procedure.
- Ensures continuous contact with assigned police units to monitor their location; ensures units are not out of contact for extended periods of time; dispatches assistance when needed.
- Ensures all 911 calls taken are received and appropriately handled.
- Ensures all assigned automated and phone-in burglary, hold up, fire, and medical alarms are received and appropriately handled.
- As directed, conducts criminal history inquiries for:
 - Cullman Municipal Court
 - Cullman Housing Authority
 - District Attorney
 - Employment
 - Warrant Entry
- Maintains appropriate records of criminal history checks conducted
- Enters warrants properly in ACJIC/NCIC and Spillman; monitors the Warrant Portal multiple times daily for new warrants to be entered.
- Enters records (guns, articles, vehicles, etc.) into ACJIC/NCIC or Spillman and files them appropriately. Locates and recalls records as requested.
- Prepares written documentation of incidents, calls, or other activities when requested.
- Attends training as required by the department; maintains familiarity with various screens, queries, reports and statistics as required; develops keyboarding skills to enhance data entry skills.
- Performs all other duties as required.

Qualifications:

Education: Graduation from a standard senior high school or a GED is required.

Other requirements:

- Must possess and maintain a valid Alabama driver's license
- Must be at least 18 years of age
- Position is subject to random drug testing

Certifications to be obtained and maintained during employment:

- Possess and maintain National Crime Information Center (NCIC) Certification. (required in the first six months of employment)
- Possess and maintain Priority Dispatch Certifications (EMD, EFD, EPD)
- Possess and maintain Alabama Public Safety Telecommunicator State Certification. (required within the first six months of employment)

Knowledge, Skills, and Abilities:

- Ability to communicate effectively with co-workers, supervisors, and the general public.
- Ability to remain calm and react quickly and accurately while handling emergencies.
- Ability to handle multiple tasks simultaneously.
- Typing skills of at least 35 WPM (words per minute) with accuracy. Writing skills to clearly and neatly complete routine forms, records, and reports.
- Reading skills to understand operator manuals, fire/rescue and law enforcement directives, procedures, call notes, and instructions.
- Ability to analyze situations and make quick, effective and reasonable decisions under stressful conditions.
- Ability to listen and fully understand what a caller is saying as well as differentiate and note background noises (gunshots, yelling, etc.)
- Ability to work independently without direct supervision.
- Skills to operate radio equipment and computer terminals.
- Knowledge of 10-codes and phonetic alphabet.
- Knowledge of Cullman City, landmarks, and street system.
- Most possess good listening skills.
- Basic knowledge of other county and city departments functions and responsibilities.
- Knowledge of disaster and emergency procedures.
- Knowledge and ability to operate Windows based computer workstations and appropriate software applications to input data and retrieve reports from database for printing.
- Completion of certification courses to include but not limited to:
 - International Academies of Emergency Dispatch (IAED)--Emergency Police Dispatch (EPD), Emergency Fire Dispatch (EFD), and Emergency Medical Dispatch (EMD).
 - National Crime Information Center (NCIC)
 - NENA Telecommunicator Core Competencies (TCC), or the 40 hour state required equivalent.
 - FEMA ICS-100, 200, 700, 800.

- Ability to work any shift, overtime, holidays, weekends, and during emergency/weather situations.
- Ability to travel within or outside of the state to attend training classes and other professional events.
- Ability to take and pass a drug screen when requested.
- Must have a working knowledge of the computer-aided dispatch (CAD) software
- Must be able to type accurately to ensure proper and accurate information is being placed into the CAD system.
- Must demonstrate the ability to effectively work with other personnel, including supervisors, administration, and personnel from other departments.
- Must be able to sit for extended periods of time as required.
- Requires regular and prompt attendance plus the ability to work well with others and work as a team
- Ability to work in a fast-paced, harried atmosphere, confronted by disturbing or stressful call situations
- Ability to effectively and calmly communicate with and elicit information from upset and irate citizens
- Ability to think and act quickly, calmly, and accurately in an emergency and under stress

EMPLOYEE ACKNOWLEDGMENT

I have reviewed this job description and understand all duties and responsibilities as outlined. I acknowledge that job duties may change temporarily or permanently according to the needs of the City of Cullman. If asked to perform duties not listed, I understand I should discuss them with my supervisor or Human Resources.

Applicant Signature

Date

Witness

Date

City of Cullman Job Description

Position Title: Radio Technician

Department: Dispatch

The City of Cullman will provide equal employment and advancement opportunities to all individuals. Employment decisions for the City of Cullman will be based on merit, qualifications, and abilities. Equal opportunities are provided regardless of race, color, religion, sex, national origin, age, disability, or other characteristics protected by law. The City of Cullman will provide reasonable accommodation for qualified individuals with known disabilities.

Reports to: 911 Communications Center Assistant Director

Compensation: Full-Time / Hourly

Description:

The radio technician is responsible for the installation, maintenance, and repair of radio communication systems that support public safety operations, including dispatch center, repeater site infrastructure, and other radio communication equipment. This role ensures reliable, continuous communication between telecommunicators and emergency responders, which is critical to effective police, fire, and medical services.

Detailed Work Activities:

- Works under the supervision of 911 Communications Center Assistant Director.
- Monitors system performance, troubleshoots radio equipment issues, and performs preventative maintenance on radios, consoles, and repeaters
- Ensures all radio components remain operational during routine use and emergency conditions. This may involve site visits, climbing towers, and coordinating maintenance for remote locations.
- Diagnoses radio related technical problems, implements repairs, and coordinates with vendors or service providers when necessary.
- Programs and configures radios.
- Conducts routine inspections and testing of radio equipment, repeater site equipment and repeater site HVAC.
- Ensures compliance with applicable FCC regulations and standards.
- Assists with radio system upgrades, installations of new radio equipment, training staff on proper radio usage and basic troubleshooting.
- Identifies potential radio communication issues before they impact operations and implements corrective and preventative measures.
- Routinely performs radio system backups, firmware updates, and software patches to ensure radio equipment remains current and protected.

- Develops Incident Radio Communications Plans for major events and ensures all radio systems are working appropriately for said events.
- Works with Police and Fire departments to ensure radio equipment is functioning properly and troubleshoots and fixes issues appropriately and promptly.

Qualifications:

Education: Graduation from a standard senior high school or a GED is required.

Certification Requirements:

- Possess and maintain National Crime Information Center (NCIC) Certification.
- Possess and maintain Priority Dispatch Certifications (EMD, EFD, EPD)
- Possess and maintain Alabama Public Safety Telecommunicator State Certification
- Must possess and maintain a valid Alabama driver’s license.

Knowledge, Skills, Abilities:

- Requires strong technical knowledge of radio communication systems.
- Must have attention to detail.
- Must have the ability to respond quickly to system failures or outages; must be available on a 24/7 basis.
- Must possess effective problem-solving skills, clear communication, and the ability to work both independently and collaboratively to maintain the integrity and reliability of dispatch communications systems.

EMPLOYEE ACKNOWLEDGMENT

I have reviewed this job description and understand all duties and responsibilities as outlined. I acknowledge that job duties may change temporarily or permanently according to the needs of the City of Cullman. If asked to perform duties not listed, I understand I should discuss them with my supervisor or Human Resources.

Applicant Signature

Date

Witness

Date

