



5. The matter in controversy also involves ancillary claims that form part of the same case or controversy as that claim which is within the original jurisdiction of the Court. This Court has supplemental jurisdiction of such ancillary claims pursuant to the provisions of 28 U.S.C. §1367.

6. Venue is proper with this Court pursuant to 28 U.S.C. §§123(a)(1) and 1391, and 42 U.S.C. §§ 2000e-5(f)(3).

7. Mrs. White timely filed with the EEOC a charge of sex discrimination, received a Notice of Rights dated January 13, 2021, and timely files this suit within the prescribed period. See Notice of Right to Sue attached hereto as **EXHIBIT A**.

#### **FACTUAL ALLEGATIONS**

8. This case stems from Knox County 911's actions surrounding their refusal to hire Mrs. White in or around August 2019.

9. Knox County 911 employs at least fifteen (15) employees and is a covered employer under Title VII.

10. At all times relevant to this action, Glenn Jacobs, Knox County Mayor, Madeline Rogero, then City of Knoxville Mayor, Tom Spangler, Knox County Sheriff, Eve Thomas, City of Knoxville Police Chief, Stan Sharp, City of Knoxville Fire Chief, Alan Bull, then Knox County 911 Executive Director, and Daron Long, Karns Fire Department Chief were members of the hiring committee and conducted the hiring process leading to the instant action, and their actions as forth below are those of Knox County 911 pursuant to general principles of agency.

11. Due to the impending retirement of then Executive Director Alan Bull, Knox County 911 made a vacancy announcement for the Executive Director position in January

2019. Knox County 911 Executive Director Vacancy Announcement attached hereto as **EXHIBIT B.**

12. In response, Mrs. White provided a cover letter, resume, and other documentation to the assigned civil service employee, Ms. Melissa Foster, in order to be considered for the Executive Director vacancy created by the retirement of Mr. Bull.

13. At the time that she applied for the Knox County 911 Executive Director position, Mrs. White was serving as the Loudon County, Tennessee 911 Executive Director.

14. Mrs. White began serving as the Loudon County, Tennessee 911 Executive Director in April 2004.

15. Mrs. White has been employed with Loudon County, Tennessee 911 in various capacities since April 1996.

16. In total, twenty-eight (28) applicants applied for the Knox County 911 Executive Director position.

17. After reviewing the submitted applications, the Knox County 911 hiring committee narrowed the field down to nine (9) applicants who were invited to participate in a public interview.

18. After these interviews took place, Knox County 911 decided to select three (3) finalists and conduct another public interview of these three (3) candidates.

19. Mrs. White was the only female finalist.

20. After “deliberation”, Knox County 911 selected Mr. Brad Anders (“Mr. Anders”) to assume the position of Knox County 911 Executive Director.

21. In its posting, the Executive Director job requirements listed preferred educational requirements of a Bachelor’s Degree with a minimum of seven (7) years of

professional work experience and training inside a public-safety answering point (“PSAP”), or in other words, a call center, or a Master’s Degree with a minimum of five (5) years of professional work experience and training inside a PSAP (call center). See **EXHIBIT B**.

22. Mr. Ander’s educational and job history at the time included having a Bachelor’s Degree and no professional work experience or training inside a PSAP (call center).

23. To the contrary, Mrs. White’s educational and job history at the time included a Master’s in Business Administration with twenty-three (23) years of professional work experience and training inside a PSAP (call center).

24. Regardless of these stark differences, Knox County 911 still selected the lesser qualified Mr. Anders.

25. In its posting, the Executive Director job requirements listed a preference of a minimum of one year of supervisory experience. See **EXHIBIT B**.

26. Knox County 911 stated that Mr. Anders was selected because of his “demonstrated leadership skills and experience”; he is a graduate of the FBI National Leadership Academy; he has led a unit of Knoxville Police Department where he supervised seventeen (17) employees; and he chaired, or vice chaired the Knox County Commission for a combined total of four (4) years.

27. At the time of his hiring, Mr. Anders had no direct experience with day-to-day leadership or management of a 911 department, nor did he serve in any capacity for any emergency communication related organizations.

28. Knox County 911 stated that Mr. Anders’ experiences should translate well to managing the over one hundred (100) employees employed by Knox County 911.

29. To the contrary, Mrs. White's long and distinguished work history contains vast, concrete supervisory experience, including direct experience leading a 911 department.

30. Specifically, Mrs. White has been the Executive Director of Loudon County, Tennessee Emergency Communications for the last sixteen (16) years where she manages twenty-six (26) employees inside a PSAP (call center).

31. Not only that, but Mrs. White also serves as an officer, board or chair member of several emergency communication organizations.

32. Mrs. White has also been appointed to the Tennessee Emergency Communications Board by the Governor and Lieutenant Governor for two (2) terms.<sup>1</sup>

33. Mrs. White has been the President of the Tennessee Emergency Number Association for three (3) separate terms over the last twelve (12) years.

34. Mrs. White has also served as the Chair of the Legislative Committee for the Tennessee Emergency Number Association for multiple years and worked to introduce three (3) separate pieces of 911 related legislation into Tennessee law.

35. Mrs. White has been the State Coordinator for Telecommunicator Emergency Response Taskforce for a period of five (5) years which included assembling and leading teams to aid in disaster response and recovery specific to emergency communications.

36. Mrs. White is currently the First Vice-President for the National Emergency Number Association<sup>2</sup> after having served as Second Vice-President prior to her ascension to First Vice-President.

---

<sup>1</sup> This board oversees the operations and funding for the 911 districts across the entire State of Tennessee.

<sup>2</sup> The National Association sets standards and policies for all 911 technology, training, and operations.

37. Mrs. White is currently set to advance to the National President for the National Emergency Number Association this year.

38. Mrs. White has the designation of Emergency Number Professional<sup>3</sup> and sits on the Institute Board who develops the standards and questions for the certification test to achieve this standard.

39. Mrs. White holds the designation of Registered Public Safety Leader from the Association of Public Safety Officials which represents mastery of management and oversight of operations of all aspects related to public safety.

40. Mrs. White has been awarded and is part of the APCO Certified Public Executive program.<sup>4</sup>

41. On the other hand, Mr. Anders had never served in any day-to-day capacity within a 911 department, let alone served as an Executive Director of an Emergency Communications department/organization.

42. Further, Mr. Anders had never worked in or managed a PSAP (call center).

43. In addition to this, Mr. Anders had never served as an officer, board or chair member of any emergency communication organizations outside of his tenure on the Board of Knox County 911; the same Board that's members selected him for the Executive Director position.

44. Mr. Anders had never worked on any 911 related legislation.

45. Mr. Anders had not served on any emergency communications taskforce.

---

<sup>3</sup> The Emergency Number Professional designation is one that less than two thousand (2,000) people worldwide have achieved. This designation equates to mastery of knowledge of all things related to 911 including technology, management, and operations.

<sup>4</sup> This is the emergency communications counterpart to the FBI Leadership Academy.

46. Mr. Anders did not have the designation of Emergency Number Professional or Registered Public Safety Leader.

47. Mr. Anders had never been awarded, nor been a part of the APCO Certified Public Executive program.

48. Regardless of these stark differences between the experience of Mrs. White and Mr. Anders, Knox County 911 still selected the lesser qualified Mr. Anders.

49. During her interviews, Mrs. White was not asked any questions regarding disciplinary action by a current or previous employer, but only asked if the committee were to conduct a Google search on Mrs. White, would they find anything negative.

50. Mrs. White answered with an honest and accurate response.

51. Specifically, Mrs. White explained that there was a local newspaper article from 2017 regarding a complaint filed of potential misconduct between Mrs. White and a 911 Board member.<sup>5</sup> However, no formal disciplinary action was taken against Mrs. White.

52. Further, Mrs. White stated to the committee that she would be glad to elaborate or answer any specific questions in regard to the incident or newspaper article, to which Police Chief Eve Thomas stated that that would not be necessary and noted that the question was answered “satisfactorily”.

53. Regardless of her openness and candidness, the Knox County 911 committee allegedly found that Mrs. White’s statements made regarding the potential Google search were evasive, downplayed the events, and were misleading.

---

<sup>5</sup> The complaint regarded a personal relationship outside of work (with Mrs. White’s now husband) and the complaint was investigated and unfounded with no formal disciplinary action taken against Mrs. White.

54. Of note, a Google search for Mr. Anders reveals an ethics complaint in his operation as a Knox County commissioner and a reprimand as a Lieutenant with the Knoxville Police Department, both having taken place in 2018, amongst other questionable conduct.<sup>6</sup>

55. Regardless of this, the Knox County 911 committee allegedly found Mr. Anders to be “open and trustworthy”.

56. Ultimately, the Knox County 911 committee selected Mr. Anders for the Knox County 911 Executive Director position based on characteristics and credentials that were not outlined in the Executive Director posting. These include, but are not limited to the following:

- a. Mr. Anders was noted as a long-time Knox County 911 board member. This characteristic and/or credential was not outlined as a preference or requirement for the Knox County 911 Executive Director position. See **EXHIBIT B**.
- b. Mr. Anders potential familiarity with Knox County’s public safety agencies and personnel. This characteristic and/or credential was not outlined as a preference or requirement for the Knox County 911 Executive Director position. See **EXHIBIT B**.

---

<sup>6</sup> See Tyler Whetstone, *Ethics complaint filed against Knox County mayoral candidate Brad Anders*, The Knoxville News-Sentinel, Tenn. (April 10, 2018), <https://www.knoxnews.com/story/news/politics/2018/04/10/knox-county-mayor-candidate-brad-anders-ethics-complaint/503024002>; Jamie Satterfield, *Investigation shows firings rare, payouts big when excessive force used*, The Knoxville News Sentinel, Tenn., <https://insurancenewsnet.com/oarticle/Investigation-shows-firings-rare-payouts-big-when-excessive-force-used-a-555547>; Brian Hornback, *Knox County Commission and the Sunshine – Anders and Biggs*, (January 6, 2020), [www.brianhornback.com/?p=26925](http://www.brianhornback.com/?p=26925); Joshua Eakle, *Have We Forgotten About Brad Anders’ History?*, Recuro (March 4, 2018), <https://www.recuro.org/feed/have-we-forgotten-about-brad-anders-history>.



c. Mr. Anders was a Knox County resident. This characteristic and/or credential was not outlined as a preference or requirement for the Knox County 911 Executive Director position. See **EXHIBIT B**.

57. Furthermore, it should be noted that the Knox County 911 committee desired for its committee members to engage in a ranking system based on the interviews of the candidates for the Executive Director position.

58. Of the two (2) Knox County 911 committee members who actually participated in using the ranking system, Mrs. White ranked as the number one (1) candidate for both.

59. Mr. Anders ranked as the second (2<sup>nd</sup>) and third (3<sup>rd</sup>) best candidate on each of those members' ranking scale, respectively.

60. Regardless, the Knox County 911 committee selected Mr. Anders, even though Mrs. White was the highest ranked candidate for the two (2) committee members who participated in using the ranking system.

61. Not only did the Knox County 911 committee select Mr. Anders over Mrs. White, but they ultimately denoted her as the third (3<sup>rd</sup>) place candidate for the Knox County 911 Executive Director position, with another lesser qualified male allegedly finishing ahead of her in second (2<sup>nd</sup>) place.

62. Further, Knox County 911 failed to check and/or confirm any references provided by Mrs. White and Mr. Anders.

63. Knox County 911 has never hired a female for the position of Executive Director.

64. Based on the aforementioned allegations, it is apparent that Knox County 911 did not rely on the job requirements listed in the Executive Director job posting, nor did it take

into account qualifications, experience, references, and relevant work history when considering the candidates.

65. To the contrary, Knox County 911 refused to hire Mrs. White due to the fact that she is a female.

66. Based on Knox County E911's actions, Mrs. White was discriminated against due to her gender.

67. Knox County E911 knew or should have known that its actions as alleged herein were prohibited by Title VII and the THRA.

### **CAUSES OF ACTION**

#### **DISCRIMINATION UNDER TITLE VII**

68. Mrs. White incorporates and re-alleges the foregoing allegations as if fully set forth herein.

69. Mrs. White is a member of a protected class via sex/gender.

70. Mrs. White suffered an adverse employment action by failing to be hired by Knox County 911.

71. Mrs. White was qualified for her position as she has served as Executive Director of Loudon County, Tennessee Emergency Communications for the last sixteen (16) years, as well as serving as an officer, board or chair member for several emergency communication organizations.

72. Knox County 911 treated Mrs. White differently from similarly situated individuals outside of her protected class by treating her differently than Knox County 911 treated Mr. Anders.

73. Moreover, Knox County 911 relied on “reasons” that it selected Mr. Anders that are inherently false and illegitimate. Knox County 911 did not provide this same “benefit” during the hiring process to Mrs. White.

74. Relying on such false and illegitimate “reasons” directly serves as pretext for unlawful and willful sex discrimination of Mrs. White.

75. Furthermore, Knox County 911 cannot state any legitimate, non-discriminatory reason for the decision to select Mr. Anders over Mrs. White as alleged herein.

76. Based on the allegations herein, Mrs. White was discriminated against by Knox County 911.

77. Specifically, the effect of the practices complained of herein has been to deprive Mrs. White of equal employment opportunities and otherwise adversely affect her status as an employee because of her sex.

78. Because Mrs. White was discriminated against, she is entitled to damages from Knox County 911.

#### DISCRIMINATION UNDER THE THRA

79. Mrs. White incorporates and re-alleges the foregoing allegations as if fully set forth herein.

80. Mrs. White is a member of a protected class via sex/gender.

81. Mrs. White suffered an adverse employment action by failing to be hired by Knox County 911.

82. Mrs. White was qualified for her position as she has served as Executive Director of Loudon County, Tennessee Emergency Communications for the last sixteen (16) years, as well as serving as an officer for several dispatch/rescue related organizations.

83. Knox County 911 treated Mrs. White differently from similarly situated individuals outside of her protected class by treating her differently than Knox County 911 treated Mr. Anders.

84. Moreover, Knox County 911 relied on “reasons” that it selected Mr. Anders that are inherently false and illegitimate. Knox County 911 did not provide this same “benefit” during the hiring process to Mrs. White.

85. Relying on such false and illegitimate “reasons” directly serves as pretext for unlawful and willful sex discrimination of Mrs. White.

86. Furthermore, Knox County 911 cannot state any legitimate, non-discriminatory reason for the decision to select Mr. Anders over Mrs. White as alleged herein.

87. Based on the allegations herein, Mrs. White was discriminated against by Knox County 911.

88. Specifically, the effect of the practices complained of herein has been to deprive Mrs. White of equal employment opportunities and otherwise adversely affect her status as an employee because of her sex.

89. Because Mrs. White was discriminated against, she is entitled to damages from Knox County 911.

### **DAMAGES**

90. Mrs. White incorporates and re-alleges the foregoing allegations as if fully set forth herein.

91. As the direct and proximate result of Defendant’s unlawful actions as alleged herein, Mrs. White has suffered, and will continue to suffer, actual, compensatory, consequential, incidental, pecuniary, and other damages, including but not limited to, loss of

employment, lost wages, lost benefits, out of pocket expenses, emotional and mental distress, pain, suffering, anguish, stress, humiliation, loss of reputation, embarrassment, inconvenience, and loss of enjoyment of life. Mrs. White is entitled to and seeks all of these damages, as well as front pay, and punitive damages as allowed by law.

92. Mrs. White is entitled to and seeks recovery of her reasonable attorneys' fees, expert witness fees, pre- and post-judgment interest, and costs.

### **PRAYER FOR RELIEF**

WHEREFORE, Mrs. White prays for the following relief:

- A. For the Court to assume and continue jurisdiction of this action;
- B. For a permanent injunction enjoining Knox County 911 and its officials, officers, agents, managers, employees, and representatives from engaging in the unlawful practices and acts described herein;
- C. Order that Knox County 911 institute and carry out policies, practices, and programs which provide equal employment opportunities to female employees, and which eradicates the effects of its past and present unlawful employment practices.
- D. For a judgment that Knox County 911 violated Title VII as to Mrs. White;
- E. For a judgment that Knox County 911 violated the Tennessee Human Rights Act as to Mrs. White;
- F. For an award of actual, compensatory, consequential, incidental, pecuniary, and other damages according to proof which will make Mrs. White whole, including but not limited to, lost wages from the date of failure to hire and incorporating the anticipated raises Mrs. White would have received had she been hired, lost benefits, out of pocket expenses,

emotional and mental distress, pain, suffering, anguish, stress, humiliation, embarrassment, loss of reputation, inconvenience, and loss of enjoyment of life;

G. For Mrs. White to be awarded front pay;

H. For an award of pre- and post-judgment interest, reasonable attorneys' fees, expert witness fees, and costs;

I. For an award of punitive damages as allowed by law;

J. For other appropriate legal, equitable, and further relief which the Court deems just and proper; and

K. That a jury be empaneled to hear and determine all issues in this case.

RESPECTFULLY SUBMITTED this the 12th day of April, 2021.

TAYLOR & KNIGHT, GP

/s/ Jonathan Swann Taylor

Jonathan Swann Taylor, BPR No. 025094

Jordan T. Newport, BPR No. 037604

800 South Gay St., Ste. 600

Knoxville, TN 37929

P: (865) 971-1701

F: (865) 971-1705

jstaylor@taylorknightlaw.com

*Attorneys for Plaintiff Jennifer White*

DISMISSAL AND NOTICE OF RIGHTS

To: Jennifer M. Lanter-White
714 Gallery Court
Lenoir City, TN 37772

From: Nashville Area Office
220 Athens Way
Suite 350
Nashville, TN 37228

On behalf of person(s) aggrieved whose identity is
CONFIDENTIAL (29 CFR §1601.7(a))

EEOC Charge No. 494-2020-01749
EEOC Representative KAREN M. BROADWAY, Investigator
Telephone No. (629) 236-2263

THE EEOC IS CLOSING ITS FILE ON THIS CHARGE FOR THE FOLLOWING REASON:

- The facts alleged in the charge fail to state a claim under any of the statutes enforced by the EEOC.
Your allegations did not involve a disability as defined by the Americans With Disabilities Act.
The Respondent employs less than the required number of employees or is not otherwise covered by the statutes.
Your charge was not timely filed with EEOC; in other words, you waited too long after the date(s) of the alleged discrimination to file your charge
[X] The EEOC issues the following determination: The EEOC will not proceed further with its investigation, and makes no determination about whether further investigation would establish violations of the statute. This does not mean the claims have no merit. This determination does not certify that the respondent is in compliance with the statutes. The EEOC makes no finding as to the merits of any other issues that might be construed as having been raised by this charge.
The EEOC has adopted the findings of the state or local fair employment practices agency that investigated this charge.
Other (briefly state)

- NOTICE OF SUIT RIGHTS -

(See the additional information attached to this form.)

Title VII, the Americans with Disabilities Act, the Genetic Information Nondiscrimination Act, or the Age Discrimination in Employment Act: This will be the only notice of dismissal and of your right to sue that we will send you. You may file a lawsuit against the respondent(s) under federal law based on this charge in federal or state court. Your lawsuit must be filed WITHIN 90 DAYS of your receipt of this notice; or your right to sue based on this charge will be lost. (The time limit for filing suit based on a claim under state law may be different.)

Equal Pay Act (EPA): EPA suits must be filed in federal or state court within 2 years (3 years for willful violations) of the alleged EPA underpayment. This means that backpay due for any violations that occurred more than 2 years (3 years) before you file suit may not be collectible.

On behalf of the Commission

Deborah K. Walker, Area Office Director

JAN 13 2021

(Date Issued)

Enclosures(s)

cc:

KNOX COUNTY EMERGENCY COMMUNICATIONS DISTRICT
605 Bernard Ave
Knoxville, TN 37921

**INFORMATION RELATED TO FILING SUIT  
UNDER THE LAWS ENFORCED BY THE EEOC**

*(This information relates to filing suit in Federal or State court under Federal law.  
If you also plan to sue claiming violations of State law, please be aware that time limits and other  
provisions of State law may be shorter or more limited than those described below.)*

**PRIVATE SUIT RIGHTS -- Title VII of the Civil Rights Act, the Americans with Disabilities Act (ADA),  
the Genetic Information Nondiscrimination Act (GINA), or the Age  
Discrimination in Employment Act (ADEA):**

In order to pursue this matter further, you must file a lawsuit against the respondent(s) named in the charge **within 90 days of the date you receive this Notice**. Therefore, you should **keep a record of this date**. Once this 90-day period is over, your right to sue based on the charge referred to in this Notice will be lost. If you intend to consult an attorney, you should do so promptly. Give your attorney a copy of this Notice, and its envelope or record of receipt, and tell him or her the date you received it. Furthermore, in order to avoid any question that you did not act in a timely manner, it is prudent that your suit be filed **within 90 days of the date this Notice was issued to you** (as indicated where the Notice is signed) or the date of the postmark or record of receipt, if later.

Your lawsuit may be filed in U.S. District Court or a State court of competent jurisdiction. (Usually, the appropriate State court is the general civil trial court.) Whether you file in Federal or State court is a matter for you to decide after talking to your attorney. Filing this Notice is not enough. You must file a "complaint" that contains a short statement of the facts of your case which shows that you are entitled to relief. Your suit may include any matter alleged in the charge or, to the extent permitted by court decisions, matters like or related to the matters alleged in the charge. Generally, suits are brought in the State where the alleged unlawful practice occurred, but in some cases can be brought where relevant employment records are kept, where the employment would have been, or where the respondent has its main office. If you have simple questions, you usually can get answers from the office of the clerk of the court where you are bringing suit, but do not expect that office to write your complaint or make legal strategy decisions for you.

**PRIVATE SUIT RIGHTS -- Equal Pay Act (EPA):**

EPA suits must be filed in court within 2 years (3 years for willful violations) of the alleged EPA underpayment: back pay due for violations that occurred **more than 2 years (3 years) before you file suit** may not be collectible. For example, if you were underpaid under the EPA for work performed from 7/1/08 to 12/1/08, you should file suit **before 7/1/10 – not 12/1/10** – in order to recover unpaid wages due for July 2008. This time limit for filing an EPA suit is separate from the 90-day filing period under Title VII, the ADA, GINA or the ADEA referred to above. Therefore, if you also plan to sue under Title VII, the ADA, GINA or the ADEA, in addition to suing on the EPA claim, suit must be filed within 90 days of this Notice **and** within the 2- or 3-year EPA back pay recovery period.

**ATTORNEY REPRESENTATION -- Title VII, the ADA or GINA:**

If you cannot afford or have been unable to obtain a lawyer to represent you, the U.S. District Court having jurisdiction in your case may, in limited circumstances, assist you in obtaining a lawyer. Requests for such assistance must be made to the U.S. District Court in the form and manner it requires (you should be prepared to explain in detail your efforts to retain an attorney). Requests should be made well before the end of the 90-day period mentioned above, because such requests do **not** relieve you of the requirement to bring suit within 90 days.

**ATTORNEY REFERRAL AND EEOC ASSISTANCE -- All Statutes:**

You may contact the EEOC representative shown on your Notice if you need help in finding a lawyer or if you have any questions about your legal rights, including advice on which U.S. District Court can hear your case. If you need to inspect or obtain a copy of information in EEOC's file on the charge, please request it promptly in writing and provide your charge number (as shown on your Notice). While EEOC destroys charge files after a certain time, all charge files are kept for at least 6 months after our last action on the case. Therefore, if you file suit and want to review the charge file, **please make your review request within 6 months of this Notice**. (Before filing suit, any request should be made within the next 90 days.)

***IF YOU FILE SUIT, PLEASE SEND A COPY OF YOUR COURT COMPLAINT TO THIS OFFICE.***



ENCL

cc: **Mr. Russell Adkins**  
**Wilson Worley PC**  
**P.O. Box 88**  
**Kingsport, TN 37662**



# VACANCY ANNOUNCEMENT

## KNOX COUNTY EMERGENCY COMMUNICATIONS DISTRICT EXECUTIVE DIRECTOR

**SALARY RANGE:** \$120,000-\$150,000/annually

Starting salary will be determined based upon applicant qualifications and in accordance with Knox County Emergency Communications District policies and regulations.

---

### JOB DESCRIPTION

This is a management and administrative position responsible/accountable for the complete administration of a large, highly technical, centralized dispatch/telecommunications emergency organization. This position requires executive level responsibility for a public safety administration that develops and directs all aspects of the Knox County Emergency Communications District.

### PREFERRED REQUIREMENTS

- Bachelor's Degree from an accredited college or university in, or related to, public safety and a minimum of 7 years of professional work experience and training inside a PSAP (Public Safety Answering Point) call center supporting police, fire, and medical services;
- OR
- Master's Degree from an accredited college or university in, or related to, public safety and a minimum of 5 years of professional work experience and training inside a PSAP (Public Safety Answering Point) call center supporting police, fire, and medical services;
- AND
- a minimum of 3 years of experience in a management or command position within a single agency or system; and
- a minimum of 1 year of experience in a supervisory capacity.

---

### TO APPLY

[www.knoxvilletn.gov/jobs](http://www.knoxvilletn.gov/jobs)

To apply, please send a cover letter, resume, and completed Training & Experience Questionnaire to:

[mbfoster@knoxvilletn.gov](mailto:mbfoster@knoxvilletn.gov)

Or

Melissa Foster, Civil Service Office  
City County Building, Suite 569  
400 Main Street  
Knoxville, TN 37902

Applications should be submitted no later than **Thursday, May 16, 2019**.

---

*Note: Background checks and psychological testing will be conducted.*

AN EQUAL OPPORTUNITY EMPLOYER/DRUG FREE WORKPLACE

Knox County Emergency Communications District does not discriminate on the basis of race, color, creed, national origin, sex, religion, age, veteran status, disability, gender identity, genetic information, or sexual orientation in employment opportunities.

Knox County Emergency Communications District  
JOB DESCRIPTION  
EXECUTIVE DIRECTOR



DATE: January 2018  
REPORTS TO: 911 Board of Directors  
PAY GRADE: \$120,000-\$150,000

---

JOB SUMMARY

This is a management and administrative position responsible/accountable for the complete administration of a large, highly technical, centralized dispatch/telecommunications emergency organization. This position requires executive level responsibility for a public safety administration that develops and directs all aspects of the Knox County Emergency Communications District.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individual may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Oversees every aspect of the 9-1-1 System and its employees.
- Acts as a staff liaison to the Board of the Emergency Communication District of Knox County; reports progress on projects, resource utilization and general performance; and provides reports as needed, both written and oral.
- Responsible for the development of the annual budget and for management of the budget in coordination with the Board; establishes controls to stay within budget limits.
- Responsible for long and short term planning for operations. Develops plans and strategies for equipment and upgrades to the 9-1-1 systems. Develops and recommends annual goals to the Board.
- Plans and oversees implementation of training and development for employees.
- Serves as a liaison between the Board and affiliated organizations (e.g., Knox County Sherriff's Department, Knoxville Police Department, Knoxville Fire Department, EMS organizations, aeromedical service organizations, contracted fire service organizations, telephone companies, etc.).
- Develops, implements, and monitors policies and procedures for the daily operations of the Emergency Communications Center. Maintains a procedure manual for operations.

- Coordinates with State and Federal agencies to meet all requirements for the E-911 system.
- Responsible for procurement and selection decisions to ensure they are consistent with government rules and regulations and established organizational policies.
- Responsible for all internal and external complaints.
- Responsible for technical aspects of the E-911 system to include effective and efficient use of the 800 megahertz & microwave telecommunications systems with enhanced E-911 features and capabilities, as well as computer aided dispatch, phone, and operating and network systems, as related to PSAP communications.
- Develops, coordinates, and monitors the use of a computer phone system that routes all emergency calls to the proper jurisdiction or public safety answering point (PSAP).
- Responsible for the accuracy and completeness of the Master Street Address Guide (MSAG) and GIS for CAD. Must develop a continuing process to ensure that the data base is maintained in a current status for use by all emergency services and the State of Tennessee.
- Makes procurement recommendations for acquisition of outside communication systems and/or related services required to meet the needs of the Emergency Communications Center; reviews bid specifications for the purchase of equipment and equipment modifications.
- Meets with User Groups to include representatives from offices of the Sheriff, Police, Fire, and EMS departments.
- Responsible for public outreach. Develops a public awareness program to inform citizens of the use of the E-911 system; develops a system to provide assistance to the public on the uses and operation of the E-911 system.
- Plans, coordinates, and directs public relations activities and news releases as needed.
- Monitors new developments within the communications industry and recommends updates to the system as enhancements are developed.
- Performs other tasks as assigned.

#### CUSTOMER SERVICE

This position is responsible for providing excellent customer service to members of the general public and public safety employees. Personal contact occurs with other employees of the unit, employees of other agencies, elected officials, citizens, and customers of the district. Service is provided in person, by email, or by telephone contact.

#### SUPERVISION

The director is responsible for directly and regularly supervising all 9-1-1 employees through the utilization of subordinate supervisor/s. This includes providing proactive leadership as well

as assigning, directing, evaluating, and reviewing work of supervisors and subordinate employees. Responsibilities include providing on-the-job training, evaluating job performance, recommending selection of new staff members, promotions, status changes, discipline and planning, scheduling, coordinating work operations, and setting the daily priorities of managing emergency communications and response.

## EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

### Preferred Education and Experience

- Bachelor's Degree from an accredited college or university in, or related to, public safety and a minimum of 7 years of professional work experience and training inside a PSAP (Public Safety Answering Point) call center supporting police, fire, and medical services;
- OR
- Master's Degree from an accredited college or university in, or related to, public safety and a minimum of 5 years of professional work experience and training inside a PSAP (Public Safety Answering Point) call center supporting police, fire, and medical services;
- AND
- a minimum of 3 years of experience in a management or command position within a single agency or system; and
- a minimum of 1 year of experience in a supervisory capacity.

## KNOWLEDGE, SKILLS, AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

- Ability to read, analyze, and interpret the most complex documents and legislation.
- Ability to respond effectively to the most sensitive inquiries or complaints.
- Ability to write speeches and articles using original and innovative techniques and style.
- Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and boards.
- Ability to teach a class to a group of 1-30.
- Ability to write reports or articles for publication, business correspondence, and concise monthly reports.
- Ability to work effectively with persons and groups in complex situations; possess strong communications skills, oral and written.
- Ability to plan and organize the operation of the department.
- Ability to make short and long range plans and projections regarding 9-1-1 budget issues.
- Ability to make short/long range plans and projections about 9-1-1 technology and trends.
- Ability to research FCC regulations, Federal laws, State statutes and governmental rulings to ascertain operating parameters for 9-1-1.
- General knowledge of 9-1-1 and radio systems and operations.
- General knowledge of communications and administrative procedures.
- Ability to coordinate between various jurisdictions and emergency service providers.

- Ability to remain calm in stressful situations.
- The ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and consider larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

#### PHYSICAL REQUIREMENTS

While performing the duties of this job, the individual will occasionally be required to stand, climb or balance, stoop, kneel, or crouch; will regularly be required to walk and sit; will frequently be required to use hands to finger, handle, or feel; reach with hands and arms; talk or hear. No special vision requirements.

#### MENTAL REQUIREMENTS

This position uses logic and/or scientific thinking to define problems, collect information, establish facts, draw valid conclusions, devise and implement policies and regulations, and to manage and coordinate multiple programs or projects.



## E-911 Executive Director Training and Experience Questionnaire



The purpose of this questionnaire is to obtain detailed information about your training, education, and work experience as it relates to specific tasks that are important to the job of E-911 Executive Director. The information you provide will be evaluated by job experts to determine if you meet the minimum training and experience requirements for this job and the extent to which you possess certain essential task experiences that are required for successful job performance. For this reason, you are encouraged to be as complete and accurate as possible in the completion of this questionnaire.

**Section 1** of this questionnaire deals specifically with the preferred minimum qualifications for this position. **Section 2** deals with your background as it relates to various job tasks associated with this position; it consists of specific questions about your background in each area. Please read the instructions for each section carefully. Make sure you understand what information you are being asked to provide. Please attempt to limit your narrative responses to the space provided. However, if you do need more space, attach additional sheets and follow the same general format as in the questionnaire. **YOU MUST TYPE OR PRINT LEGIBLY USING ONLY BLACK INK.**

### Section 1: Preferred Minimum Qualifications

**Instructions:** For each item that follows, place a check mark in the box next to the appropriate response. Then, provide the support information requested directly below the item.

- Do you possess a Bachelor's Degree or a Master's Degree from an accredited college or university in, or related to, public safety?  YES  NO

Degree	Major	Date Conferred / # of Semester Hours	Name of College or University

- How many years of professional work experience and training inside a PSAP (Public Safety Answering Point) call center supporting police, fire, and medical services do you possess? \_\_\_\_\_ Years

Please list positions you have held where you gained this experience:

Your Job Title	Supervisor's Name	Employer	Length of Employment	Employer's Phone #

3. Do you have a minimum of 3 years of experience in a management or command position within a single agency or system?  YES  NO

Please list positions you have held where you gained this experience:

Your Job Title	Supervisor's Name	Employer	Length of Employment	Employer's Phone #

4. Do you have a minimum of 1 year of experience in a supervisory capacity?  YES  NO.

Please list positions you have held where you gained this experience:

Your Job Title	Supervisor's Name	Employer	Length of Employment	Employer's Phone #

## Section 2: Work Experience

**Instructions:** A series of questions related to your training and experience follow. Answer each question as completely and accurately as possible. When describing your background, give job-related examples of your experiences as it relates to the specific function

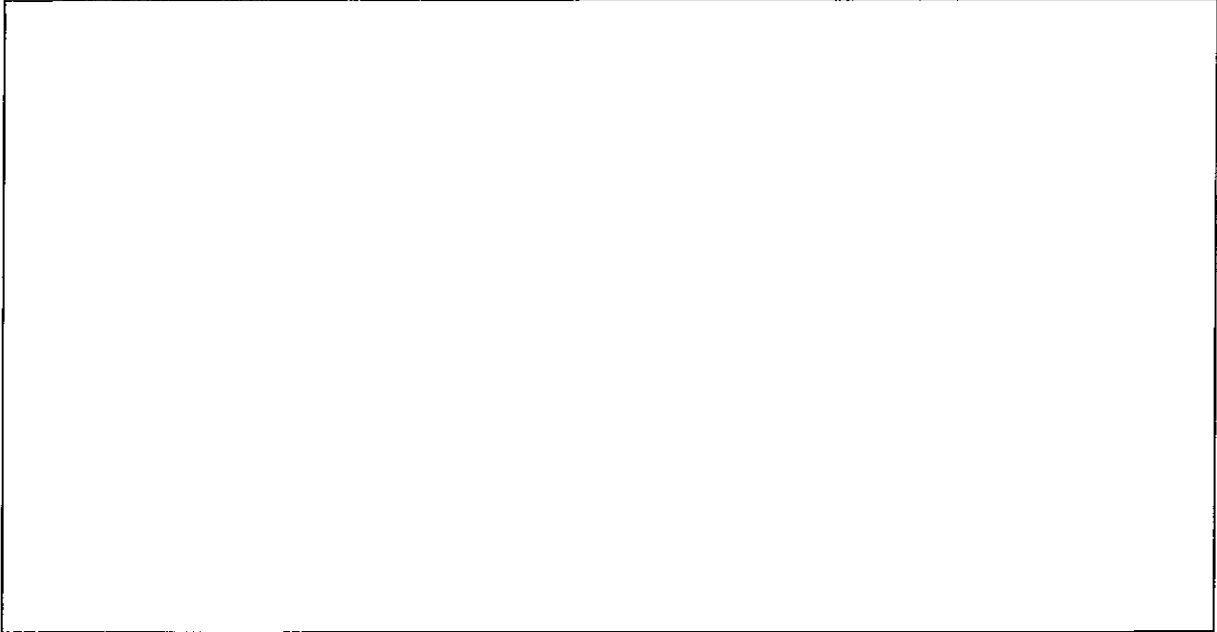
### The following EXAMPLE illustrates how to complete this section.

**EXAMPLE DEFINITION:** How would you apply effective disciplinary procedures and techniques and train subordinates in a variety of areas in order to improve performance.

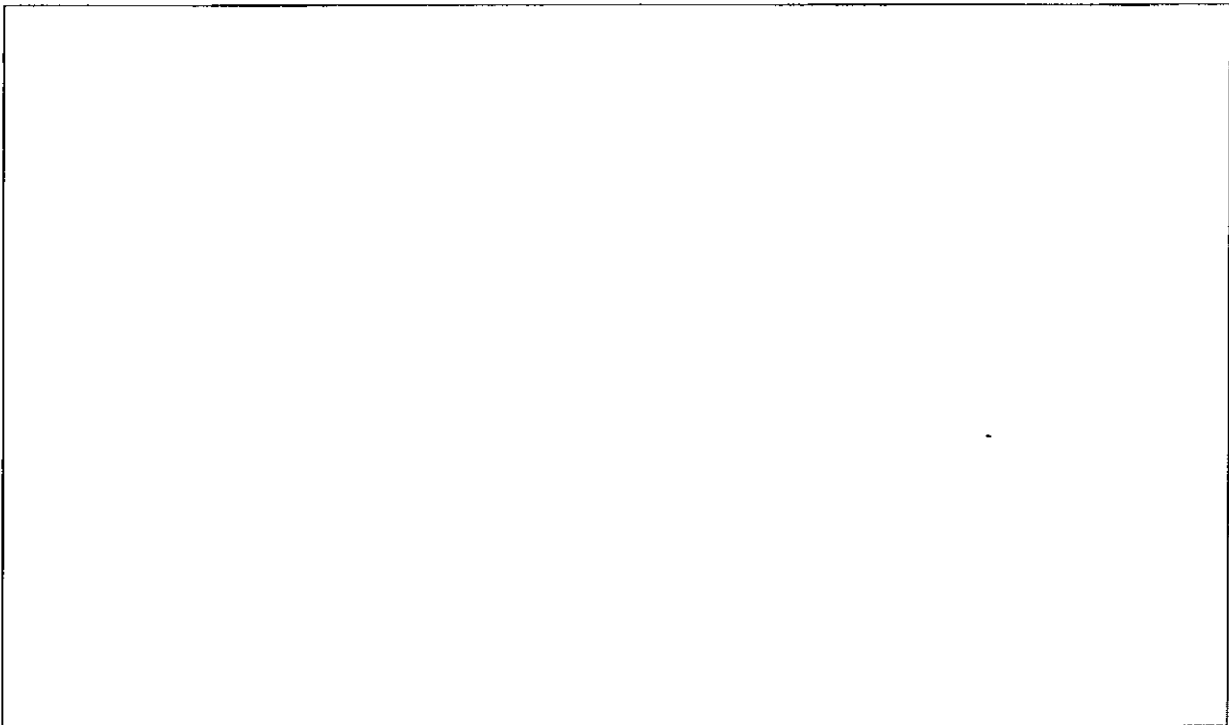
*I was recently assigned as the new supervisor of a work unit that had been experiencing a number of problems ranging from low productivity and low morale to serious interpersonal conflicts among coworkers. My responsibility was to incorporate any changes necessary to eliminate the interpersonal conflicts, which existed, and to bring about improvement in both the productivity and morale of the work unit. Through a team approach and by implementing a variety of supervisory controls, which had not previously existed, I was able to implement appropriate changes and significantly improve the performance of this work unit. I directly supervised the activities of my subordinates in the performance of their assigned duties to ensure adherence to established procedures, policies, rules and regulations. When necessary, I initiated appropriate corrective action (e.g. training, oral reprimands, disciplinary action, etc.). I worked closely with my subordinates and gave advice and/or suggestions for work improvement as needed. I took steps to maintain order and control of my subordinates, and counseled them regarding work and/or personal problems, improper/unprofessional conduct, etc. I continually monitored and evaluated subordinates' work performance and conducted formal performance appraisals as required. I was able to implement procedures to effectively handle interpersonal conflicts among the coworkers in the work unit. This helped resolve most of the low productivity and low morale problems the unit was experiencing as evidenced by a 45% increase in product output by this unit over a one year time period.*



1. What direction do you think the future technology of emergency communications is headed and how would you keep up with its growing advancements? What is your current knowledge or involvement in implementing technology solutions ?



2. What experience have you had dealing with a large departmental budget? Describe your experience reading and interpreting financial reports.



3. As the Emergency Communications Executive Director you will serve as a liaison with the Board, affiliated organizations and employees. Describe your communication style and experience and how you would deal with these different types of groups?

4. Describe your communication experience when dealing with the media and community members? How would you handle criticisms or questions from the media and community members?

5. Describe (in detail) the most significant achievement, accomplishment, or work project you have completed that required you to supervise the work of others. What challenges did you face and what did you do to overcome them?

6. What makes you the best candidate for this position?

**Please submit this with your application materials.  
Thank you.**



Civil Action No. \_\_\_\_\_

**PROOF OF SERVICE**

*(This section should not be filed with the court unless required by Fed. R. Civ. P. 4 (l))*

This summons for *(name of individual and title, if any)* \_\_\_\_\_  
was received by me on *(date)* \_\_\_\_\_ .

I personally served the summons on the individual at *(place)* \_\_\_\_\_  
\_\_\_\_\_ on *(date)* \_\_\_\_\_ ; or

I left the summons at the individual's residence or usual place of abode with *(name)* \_\_\_\_\_  
\_\_\_\_\_, a person of suitable age and discretion who resides there,  
on *(date)* \_\_\_\_\_ , and mailed a copy to the individual's last known address; or

I served the summons on *(name of individual)* \_\_\_\_\_ , who is  
designated by law to accept service of process on behalf of *(name of organization)* \_\_\_\_\_  
\_\_\_\_\_ on *(date)* \_\_\_\_\_ ; or

I returned the summons unexecuted because \_\_\_\_\_ ; or

Other *(specify)*:

My fees are \$ \_\_\_\_\_ for travel and \$ \_\_\_\_\_ for services, for a total of \$ \_\_\_\_\_ 0.00 \_\_\_\_\_ .

I declare under penalty of perjury that this information is true.

Date: \_\_\_\_\_

\_\_\_\_\_  
*Server's signature*

\_\_\_\_\_  
*Printed name and title*

\_\_\_\_\_  
*Server's address*

Additional information regarding attempted service, etc:

