Communication Center Manager Bill Hunter

The Communication Center Manager is responsible for maintaining and supervising the 9-1-1 emergency center that serves Great Falls and Cascade County, and oversees 21 civilian staff members. The manager's duties include, but are not limited to:

- Directing the upgrade and maintenance of the database so all addresses and areas are accurate to ensure efficiency of emergency dispatching services within a multi-jurisdictional area
- Planning, assigning, directing and supervising staff assigned to the 911 combined operations center and the city switchboard
- Reviewing and updating reference material and books used within the center to ensure that staff is provided with current information on policies, practices and procedures
- Preparing various activity reports and records to ensure proper documentation of the center's activities
- Serving as the liaison with all City departments served by the switchboard; facilitates additions, deletions and changes of phones and voice mail
- Must obtain a CJIN/NCIC Certification

Communications Manager Bill Hunter joined the Great Falls Police Department in 2011. He came to us from Cumberland County, Tennessee, where he spent 14 years as a 911 and Emergency Communications Center Director. While there, Bill oversaw the implementation and development of a complete 911 system, including the planning and construction of a state of the art Emergency Communications Facility. Mr. Hunter retired from the Air Force in 1992, after serving 20 years as an Avionics Systems Technician, Advanced War Skills Planner, and First Sergeant. While in the Air Force, he received an Associate’s Degrees in Applied Avionics and Human Resource Management.

Source URL (retrieved on *12/21/2013 - 4:41pm*):
http://www.greatfallsmt.net/police/communication-center-manager-bill-hunter