CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **What-Comm Deputy Director** **E-PLAN SG:E2-12**

DEPARTMENT: **Police Department** **CS:N FLSA:N EEO4CODE:OA**

JOB SUMMARY:

This position manages, administers, and directs the activities, programs and operations of the What-Comm 911 Communications Center. Researches, develops, implements and oversees the programs, policies, procedures and services at the Center, ensuring the highest service standards to the public and user agencies. Responsible for direct or indirect supervision of all What-Comm Communications Center personnel. Manages the Center's overall annual budget and assists in the preparation, oversight, and presentation to the What-Comm Administrative Board for final approval. Researches and recommends equipment and technology replacements and upgrades to maintain and enhance efficiency standards.

SUPERVISORY RELATIONSHIP:

This position reports directly to the What-Comm Director (Deputy Police Chief). Works in collaboration with the Division Chief of the Prospect Communications Center (Fire/EMS dispatch) and works with the What-Comm Administrative Board composed of elected officials from various City, County, and other governmental entities. Directly supervises technical, administrative and supervisory employees of the What-Comm Communications Center; oversees the work of Dispatchers through supervisors.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Plans, organizes and directs the activities of the What-Comm Communications Center and its telecommunication facilities, programs, equipment and personnel. Develops, implements, monitors and evaluates the effectiveness of short and long-term goals and programs. Develops and effectively implements necessary changes. Develops, recommends and implements standard operating procedures for the Center. Maintains appropriate reports, correspondence and records.

2. Oversees, plans, organizes, coordinates, and assigns the work of Center personnel. Establishes performance standards, oversees training and evaluation, performs coaching and recommends corrective action as necessary. Participates in the selection of new employees in conjunction with the police department's Office of Professional Responsibility. Collaborates with Center Director and Human Resources to manage and ensure compliance with City and Department policies and procedures and collective bargaining agreements and participates in negotiation of new contracts.

3. Fosters a service-oriented and cooperative attitude among staff to ensure coordination of efforts, efficient and intelligent use of resources. Conducts staff meetings. Promote staff's recommendation of improvement ideas. Oversees investigation of complaints, questions, and inquiries.

4. Ensures that the Center is in a state of perpetual readiness through regular testing, exercise, and maintenance programs. Oversees both technical and operational problem-solving of equipment. Ensures that all systems, programs, and equipment are maintained in a good state of repair and meet the user agency's needs in the most economical manner consistent with the budget, technical practices, operational procedures, and governing laws and regulations. Recommends appropriate changes to Center Director.

5. Develops appropriate long-range plans, including strategic capital improvements, staffing and other matters. Prepares specifications for the purchase of telecommunications equipment and maintenance contracts. Ensures proper management of CAD program to include purchases, upgrades, and coordinates efforts with hardware/software vendors.

6. Develops and maintains excellent working relationships with Administrative Board members, personnel, user agencies, the media, other community stakeholders, and the public. Works with the Director in developing reports to the Administrative Board on outstanding issues of strategic planning and financial impacts to the Center and/or User Agencies.

7. Assists in the preparation of the Center's budget and its presentation to the Administrative Board for final approval. Works with Director as liaison to user agencies, elected and appointed officials of local governments, representing the program in meetings with other agencies, locally and regionally. May participate in public hearings concerning Center Operations/needs. Oversees the proper billing of user agencies.

8. Represents Center's interests with local, state, and national 911 technical organizations and association meetings.

9. Responsible for public relations by overseeing community education and performing public information tasks as need/demand arises.

10. Responsible for ensuring proper collection of evidentiary recordings of 911 calls and testimony in court to authenticate recorded incidents and other matters involving the center. Oversees response to public records requests and ensures compliance with Public Records Act.

ADDITIONAL WORK PERFORMED:

1. Performs other related work of a similar nature and level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- Comprehensive knowledge of 911 Center operations, standard practices, equipment, services, and programs.
- General knowledge of managerial practices, supervisory and personnel management practices, including team building and motivational skills to supervise staff.
- Knowledge of police, fire and EMS dispatch systems/equipment such as Computer Aided Dispatch (CAD) systems, phones, mapping equipment, radios, 911 phone systems with text to 911 capabilities, emergency response radio systems, Enhanced 911 and supporting technology, and 911 recording equipment.
- Emerging trends and technology surrounding Next Generation 911. Awareness of the potential budgetary impacts of Next Generation 911. Aware of opportunities to seek outside funding for Next Generation 911 impacts.
- Working knowledge of governmental institutions, organizations, and processes.

- Familiarity with area communities and environments.
- Budgeting procedures.
- Labor relations, contract negotiation, labor contract administration and grievance procedures.
- Impacts and issues surrounding the consolidation of 911 Centers.
- Public disclosure laws and requirements.

Skill in:
- Excellent interpersonal skills to establish and maintain effective working relationships with department staff, with user agencies, elected officials, employees, outside agencies, private entities, the media, and the public.
- Excellent oral and written communications skills, in order to effectively communicate at a professional level, make presentations and recommendations, prepare effective documentation and convey information and instructions clearly.
- Excellent planning and organizational skills to effectively prioritize work, multi-task, and manage demands from diverse sources.
- Excellent research skills in order to identify and recommend technology and equipment that would ensure the effective and efficient 911 services, providing user friendly tools to 911 staff to accomplish the goals of their jobs and the 911 Center.

Ability to:
- Remain calm and provide direction under stressful and emergency situations.
- Exercise discretion over sensitive and confidential issues related to the department, incidents, and employee matters. Maintain the confidentiality and privacy of privileged communications.
- Manage own work-related stress and able to provide effective and timely direction during emergencies. Relate to or assist employees experiencing work-related stress.
- Work within a multi-jurisdictional dispatch center, providing service to several agencies, including cities, Whatcom County, and tribal agencies.
- Plan, organize, lead teams, and manage staff; oral and written communications; public presentations; interpersonal sensitivity; problem analysis and decision making; time and stress management.
- Read, understand, and implement legal and procedural changes affecting work performed.
- Communicate effectively with elected officials, employees from other agencies and citizens in a public setting.
- Efficiently and accurately utilize a variety of standard office equipment and software applications.
- Compose and prepare business correspondence using standard business English.
- Effectively delegate and oversee work and projects.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job including:
    - Frequently operate a computer and other office machinery such as a keyboard, mouse, phone, and fax machine;
    - Frequently communicate accurate information and ideas with others;
    - Frequently remain stationary for long periods of time;
    - Occasionally move between work sites;
    - Occasionally transport objects weighing up to 25 pounds.

WORKING ENVIRONMENT:

Work is generally performed in a secured office environment with travel to meeting locations, within and outside the County and State. May be required to attend early morning, evening, or weekend meetings. Will be required to carry a cell phone. In emergency situations, must have access to guaranteed,

reliable transportation at all times. This is a sedentary position with minimal physical exertion requirements.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's Degree in Criminal Justice, Communications, Business Administration, Emergency Management, Public Administration, Political Science or related field.
- Four years of experience in a countywide 911 Center with combined call-receiving and dispatching.
- Three years of management or supervisory experience including responsibility for compliance with applicable local, state and federal laws, regulations and mandates.
- Experience with budget preparation and management preferred.
- Experience with issues surrounding the consolidation of 911 Centers preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skill and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal convictions check, background investigation, polygraph examination and fingerprinting. Subject to re-check every five years.
- Valid Washington State driver's license and good driving record. Candidates must submit a three-year driving record abstract prior to hire.
- Adaptability and flexibility to accept schedule changes as necessary, and willingness to accept "call out" status for emergency situations.

PREPARED BY: D. Doll
C. Gatza
2/14

REVIEWED BY: _____
Flo Simon
Interim Police Chief

REVISED BY: A.Sullivan
G. Erickson
6/21