

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	What-Comm Deputy Director	E-PLAN
CLASS TITLE:	What-Comm Deputy Director	SG:18
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. This position 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. This position also includes direct supervisory duties over the What-Comm staff, including Dispatchers, Accounting Technician GIS (Geographic Information Systems) Analyst, and Technical Support/Applications Support Specialist. 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 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 employees of the What-Comm Communications Center and may be aided by first-line supervisors and/or lead workers.

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.
2. Leads and directs the What-Comm management team. Supervises, organizes, disciplines, evaluates and oversees Center personnel. Oversees the training and scheduling of personnel. May assist 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 enforce labor contract and negotiations of new contracts.
3. Performs administrative duties such as planning, budget preparation, updating/creating policies/procedures. Oversees the proper billing of user agencies. Maintains appropriate reports, correspondence, and records.
4. 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.

5. 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.
6. 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.
7. 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.
8. 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.
9. Represents Center's interests with local, state, and national 911 technical organizations and association meetings.
10. Responsible for public relations by overseeing community education and performing public information tasks as need/demand arises.
11. Responsible for ensuring proper collection of evidentiary recordings of 911 calls and testimony in court to authenticate taped incidents and other matters involving the center.

ADDITIONAL WORK PERFORMED:

1. Performs other related duties within scope of the classification.

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, phone systems with Automatic Number Indicator/Automatic Location Indicator (ANI/ALI) and Hearing Impaired Teletypewriter (TTY) capabilities, emergency response radio systems, Enhanced 911 and supporting technology, and tape reproduction equipment.
- Knowledge of emerging trends and technology surrounding Next Generation 911 and National Emergency Number Association (NENA) i3 standards. 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.
- Knowledge of budgeting procedures.
- Knowledge of labor relations, contract negotiation, labor contract administration and grievance procedures.
- Knowledge of the impacts and issues surrounding the consolidation of 911 Centers desirable.

Skill in:

- Excellent interpersonal skills to establish and maintain effective working relationships 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, 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:

- 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.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Maintain consistent and punctual attendance.
- Physically perform the essential functions of the job, including:
 - Frequently operate a computer and read a computer screen or typewritten page;
 - Frequently communicate verbally.
 - Move between work sites;
 - Occasionally lift and transport objects up to twenty-five (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. May be required to carry a cellular telephone. In emergency situations, must have access to an operating vehicle or access to guaranteed, reliable transportation at all times.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor’s Degree in Criminal Justice, Communications, Business Administration, Emergency Management, Public Administration, Political Science or related field required; Master's Degree preferred.
- Four years of experience in a countywide 911 Center with administrative and supervisory responsibility of combined call-receiving, police and fire dispatching, including responsibility for compliance with applicable local, state and federal laws, regulations and mandates.
- Experience with issues surrounding the consolidation of 911 Centers preferred.
- A combination of experience and training that provides the applicant with the knowledge and skills to perform the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Must pass a Police criminal convictions records check, background investigation, pre-employment drug test, psychological exam, and polygraph exam prior to hire.
- Valid Washington State driver's license and good driving record. Candidate considered for hire must submit an abstract of his/her driving records for the past three-years; with biennial submission of driving abstract to department per City Policy (Policy ADM 10.03.02.4).
- 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: _____
Clifford R. Cook
Police Chief