

JOB DESCRIPTION



Position: Deputy Director
Reports to: Executive Director
FLSA Status: Exempt
Last Updated: 1/25/2021

Core Values: Ethics, Professionalism, Encouragement, Innovation

Position Summary:

The Deputy Director will be responsible for coordinating and overseeing the daily operational management, planning, and administration of the Jefferson County Communications Center Authority (Jeffcom). The Deputy Director will provide direct support to the Executive Director. The Deputy Director will assist in budget preparation and monitor and approve departmental purchases. The Deputy Director will oversee Jeffcom's accreditations and ensure they are maintained. The Deputy Director will work with staff to develop organizational policies and procedures to recommend to the Executive Director. The Deputy Director will monitor service level metrics. The Deputy Director will be responsible for collaborating with staff, external organizations and the public as it relates to supporting Jeffcom operations. The Deputy Director will develop and implement programs related to research, grant writing, and grant management.

Supervision Received:

Works under the general supervision of the Executive Director.

Supervision Exercised:

Supervises the Operations Managers and Training Manager.

Essential Duties, Functions and Responsibilities:

(The duties listed are intended only as illustrations of the various types of work that may be performed, and are in no way construed or perceived to be exhaustive. The employee may also be required to perform additional functions and duties as assigned.)

- Plan, manage, organize and monitor the operation and maintenance of each division of Jeffcom's communications center (police dispatch, fire dispatch and call taking).
- Assist the Executive Director in establishing and implementing operational goals, policies and budgets.
- Participate in, and make effective recommendations regarding, the hiring, promotion, transfer, discipline, and termination of all department staff.
- Supervise the Operations Managers and Training Manager in a manner that maximizes efficiency and effectiveness, which may include developing work plans and tracking progress towards goals.

- Oversee scheduling process in a manner that minimizes overtime and maximizes staff scheduling flexibility.
- Conduct performance evaluations of the Operations Managers and Training Manager, which may include correcting work deficiencies, recommending commendations and awards for superior performance; issuing oral and written corrective actions; and recommending formal disciplinary actions to the Executive Director.
- Supervise and participate in internal complaint investigations, as needed.
- Ensure 911 and non-emergency call taking, processing and dispatching is done accurately and efficiently.
- Implement and ensure compliance with organizational policies and procedures.
- Monitor changes in laws and regulations that may affect Jeffcom's operations.
- Recommend to the Executive Director modifications to organizational policies and procedures, as needed.
- Recommend to the Executive Director methods for improving and monitoring various Jeffcom programs and service delivery methods and assessing and monitoring workload and administrative support systems.
- Prepare various reports, as directed.
- Ensure that all reports, forms and other records necessary or appropriate for the efficient and effective operation of the communication center are prepared, filed, and maintained in accordance with applicable federal, state and local laws, regulations, codes, and standards.
- Review monthly quality assurance reports and service level metrics; identify and address problematic trends as necessary.
- Maintain or pull reports of call/dispatch statistics for the Executive Director and/or member agencies.
- Oversee compliance with NENA and APCO standards.
- Identify new hire and ongoing training and education needs for all levels of staffing and provide information to Training Coordinator for program development.
- Review training curriculum to ensure effectiveness and make modifications as necessary.
- Assist in the preparation of the annual operational budget for Jeffcom.
- Monitor and approve budget operational expenses throughout the year.
- Collaborate and communicate with neighboring Public Safety Answering Points (PSAPs) and emergency services agencies to provide high quality public safety services.

- Attend and participate in various professional and industry group meetings and committees (e.g., Jeffcom Board of Directors, the Board of Working Advisors for Colorado Bureau of Investigation (CBI), inter-jurisdictional organizations, JCECA, and PUC 911 Task Force).
- Provide advisory support and act as a liaison to committees, vendors, community partners, the public, and regulatory agencies.
- Stay abreast of new trends and innovations regarding communications center operations, call-taking and dispatch services, emerging products and enhancements and their applicability to the communications center's needs.
- During the Executive Director's absence, act as the Director for Jeffcom.
- Develop and implement programs related to research, grant writing, grant management and program evaluation.
- Secure bids for equipment, services and capital projects, as required by Executive Director.
- Maintain confidentiality of all information regarded as confidential under Jeffcom policy and/or applicable law.
- Support creative thinking and problem solving and encourage participatory decision making when appropriate.
- Represent Jeffcom and self in a professional manner at all times.
- Work in excess of 40 hours in a work week, as required, including evenings, holidays, and weekends, including being on call, as needed to maintain 24-hour coverage of the emergency communications center in times of severe personnel shortages and disaster.
- Perform related duties and responsibilities as required.

Minimum Education, Experience, License and Certification Requirements:

- Bachelor's Degree in Public Administration, Business Administration, Public Safety or closely related field.
- Five (5) years' of progressively responsible leadership and management experience.
- Ability to obtain CCIC/NCIC certification within six months of accepting position.
- Experience working in a consolidated center preferred.

- Communications center manager certification, such as that offered through National Emergency Number Association (NENA), Center Manager Certified Program (CMCP), Priority Dispatch (IAED), Emergency Number Professionals (ENP) is preferred.
- Possess and maintain a valid Colorado driver's license and acceptable driving record.

Required Knowledge, Skills and Abilities

- Working knowledge and operational understanding of emergency communications systems (hardware and software) including computerized 911 phone system, voice logging recorder, CCIC/NCIC, MSAG 911, CAD (Computer Aided Dispatch) systems, radio systems (hardware and software), GIS (Geographic Information Systems) and applications in CAD, records management system, alarm monitoring systems, and EMD (Emergency Medical Dispatch), EFD (Emergency Fire Dispatch) and EPD (Emergency Police Dispatch) protocols.
- In depth knowledge of federal, state and local laws and regulations regarding a PSAP.
- Ability to perform multiple tasks simultaneously while remaining detail oriented.
- Knowledge of personnel management principles and methods, including but not limited to supervision, leadership, motivation, coaching, establishing goals, conflict resolution, team building, delegation, record keeping and effective communications.
- Ability to understand training needs to accomplish training goals.
- Ability to be organized, manage resources, plan strategically, and manage projects.
- Understanding of budget preparation and processes.
- Ability to communicate with others and to assimilate and understand information in a manner consistent with the essential job functions.
- Ability to make sound decisions in a manner consistent with the essential job functions.
- Ability to make presentations to public groups, management and the Jeffcom Board.
- Ability to investigate and analyze information/data and draw accurate conclusions.
- Possess records systems management skills.
- Knowledge of public safety communication center operations, services and activities.

- Knowledge of federal copyright laws as they pertain to the use of computer software.
- Proficiency with standard office equipment, including computer and network systems, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and email.
- Ability to negotiate contracts.
- Knowledge of jurisdiction including demographics, response agency leadership, geography, local politics, and culture.
- Possess excellent oral and written communication skills as well as business math and basic accounting skills.
- Ability to read, write, speak, and understand the English language at a level adequate to perform the duties of the position.
- Knowledge of liability issues and ethical concerns related to training, supervision, and overall agency operations.
- Knowledge of professional standards relating to public safety communications as well as those standards for response agencies that are relevant.
- Strong interpersonal skills.
- Ability to work both independently and as part of a team in a fast-paced, high pressure environment with tight time constraints.
- Ability to communicate complex and technical information in a simple, clear and straightforward manner.
- Ability to communicate effectively to different audiences, including elected officials, Board members and members of the public.
- Interest in municipal, county and special district activities and services and how they impact the community.
- Highly ethical and objective, with the ability to navigate in a political environment without being political.
- Energetic and motivated with the ability and desire to take initiative.
- Excellent critical thinking skills.

Physical Demands:

Lifting and Carrying:

Position requires ability to frequently lift/move objects of up to 10 pounds in weight, and occasionally lift/move objects of up to 25 pounds in weight.

Body Positions:

This position will involve sedentary, administrative work in an office environment. This position requires ability to sit for extended periods, and frequent pushing, pulling,

pinching, gripping, reaching over head, reaching away from body, and repetitive motions. Standing, walking, kneeling, stooping, bending, lifting, and squatting also will be required as necessary to perform the duties of the position.

Vision and Hearing:

Use of sensory activities, such as talking, seeing, and hearing, will be required frequently. Position requires close vision and the ability to adjust focus.

Mental Requirements:

Information Retention:

Must be able to read, remember and use policies, procedures, criminal laws and ordinances that apply to the position.

Language Ability:

Must be able to speak English clearly and concisely to communicate with callers, emergency responders, and co-workers.

Reasoning:

Ability to apply common sense understanding to carry out instructions furnished in written or oral form and to solve problems with good judgment and decision-making skills.

Work Environment and General Information:

Work in a restricted access area, typical office environment with other staff speaking on phones and radios in communications center. Work involves supervising and supporting staff with heavy volume and demand (emergency and non-emergency), personnel shortages, position confinement and emergency crises. Contact with citizens, employees and emergency responders of other public jurisdictions, members of management across Jeffcom, and members of private industry.

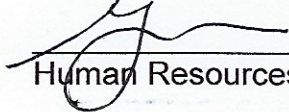
ADA Compliance Statement:

The human resources goal of Jeffcom is to select and retain the best qualified applicant for each available job. An applicant's or employee's disability will not remove the application from consideration or current employee from his/her job if the applicant or employee is able to perform the essential functions of the job with or without reasonable accommodation unless such accommodation will result in undue hardship for Jeffcom or pose a safety risk to the applicant, employee, or others.

Jeffcom complies with the American with Disabilities Act. If you require special accommodation in order to apply for this position, please contact the Human Resources.

The job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.


Executive Director . 1-26-2021
Date


Human Resources 1/26/2021
Date

Employee Acknowledgment

I have read this job description (or had it read to me) and fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department, and if so I will be required to perform such additional duties and responsibilities. If I have questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the HR Manager.

Employee Signature

Print Name

Date