



TCOMM 911

POLICE | FIRE | MEDICAL
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THURSTON 9-1-1 COMMUNICATIONS

Deputy Director

Classification Specification 1115

Department: Administration
Pay Plan/FLSA Status: Appointed/Exempt
Reports to: Executive Director
Supervises: Public Safety Telecommunications Supervisor, Training Supervisor

GENERAL DESCRIPTION

The Deputy Director assists the Executive Director in planning, organizing and directing the operation of the agency, and serves as a liaison with user agencies and other local, county, state and federal agencies.

This is an appointed, “at will” position and works at the pleasure of the Executive Director, subject to the review and approval by the Board of Directors.

This job description reflects the general concept and intent of the classification and should not be construed as a detailed statement of all the work requirements that may be inherent in a position.

ESSENTIAL JOB FUNCTIONS

Coordinates major projects as assigned by the Executive Director.

Plans, organizes, and supervises the work of Telecommunications Supervisory staff, including providing leadership, mentoring, coaching, and performance evaluations.

Actively participates with the Executive Director in annual budget development, preparation, and presentation to the budget committee and the Administration Board.

Assists in short and long-term strategic planning. Prepares project time tables with specific milestone goals.

Serves as a representative of TCOMM to law enforcement, fire, EMS, and other agencies and the general public. Works actively towards consensus, resolution and problem solving in the delivery of communications support or field level changes that may impact TCOMM’s ability to deliver services.

Performs secondary audits and approvals for technical accounts, payable billings, payroll, budget transfers and amendments, and prepares statistical and analytical reports.

Directs and participates in the recruitment and selection of all subordinate staff and recommends candidates for hiring to the Executive Director.

Oversees agency-wide policy and procedure development, maintaining compliance with federal and state law and to support and guide the administrative and operational goals of the agency.

Oversees project management for grants and large or technical projects to ensure schedules and deliverables are completed, including radio systems, telephone, computer and console operating systems. Assists in the negotiation of technical project contract language. Ensures compliance with all policies, procedures, state and federal laws governing purchasing.

Provides local State and Federal courts with necessary testimony when requested in matters of communications, audio/data productions, etc., as necessary.

Functions as the acting Executive Director in the Executive Director's absence, including hiring and administering disciplinary action, up to and including termination.

Serves as staff support to the Administration and Operations Boards.

Responds to inquiries, complaints, customer service requests and public records requests, and keeps current in public records disclosure laws and best practices.

Performs other job duties as assigned.

DISTINGUISHING FEATURES

The Deputy Director is distinguished by the high level of knowledge and expertise in a variety of administrator responsibilities required to ensure and maintain efficient operations of a public safety E9-1-1 emergency communications dispatch center. Work is performed with independent judgment, with accountabilities for the agency's mission, goals and objectives.

WORKING CONDITIONS

Work is generally performed in an office environment, with travel to meeting locations, within and outside of the county. 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 immediate, guaranteed, reliable transportation at all times.

QUALIFICATIONS

Bachelor's Degree in Public Administration, Business Administration, Public Safety or closely related field.

At least five (5) years of progressively responsible management experience in the public safety communications field, with three (3) years supervisory or administrative experience.

Or, any combination of education and experience that provides the required knowledge, skills, and abilities.

Must have the ability to proficiently utilize a personal computer and appropriate software to successfully perform essential functions of the position.

Current Washington State Driver's License or have requested and obtained an appropriate accommodation.

DESIRED SKILLS

Thorough knowledge of E9-1-1 and NG9-1-1 elements, principals, and procedures for a public safety answering point.

Knowledge of public safety emergency service programs and procedures.

Thorough knowledge of project management for major projects, including radio systems and information technology related, and working with state, federal and local grants.

Ability to plan, assign, and supervise the work of subordinates, and mentor and provide leadership to management staff.

Ability to maintain effective working relationships with the Executive Director, subordinates, local officials, representatives of other jurisdictions and the general public.

Ability to communicate clearly and effectively, orally and in writing.

Ability to initiate research and recommend actions over a range of public safety communications subjects, including development of grants, project proposals, procedural changes, etc.

Revised 040521