

KITSAP COUNTY CLASSIFICATION DESCRIPTION

TITLE: DEPUTY DIRECTOR CENCOM
(ASSISTANT DIRECTOR CENCOM)

DEPARTMENT: Central Communications (CENCOM)

REPORTS TO: Director, CENCOM (CALEA 1.1.3)

SUPERVISES: Training and Operations Manager, Data Systems Engineer and indirectly, all subordinates to these positions

GENERAL STATEMENT: (CALEA 4.14a,c)

Plans, organizes, and manages the day-to-day operational functions of the County's Central Communication system, to provide effective and timely 9-1-1 emergency services county-wide. An incumbent in this class supports and assists the Director in the overall administration, management, planning, organizing, and staffing of the department and in the development, enforcement and implementation of policies, procedures and standards. This is an "at will" appointed position. An "at will" employee's continued employment with the County is at the discretion of the Director, CENCOM and may have their appointment revoked at any time with or without cause and without right to appeal. CENCOM values our community's diversity and strives to reflect that diversity in our staff and respect that diversity in the delivery of our services.

Work is performed under the direction of the CENCOM Director, and is assigned in terms of broad, general objectives. The incumbent has considerable latitude for independent judgment, initiative, leadership and resourcefulness on operational and administrative matters to adapt existing guidelines and precedents to specific situations and in developing new or improved techniques and methods of obtaining effective results and overcoming unusual problems. Work is reviewed by the Director through interactive observation, reports, meetings and conferences and evaluated for results obtained, fulfillment of expectations and program objectives, and adherence to program budget, management philosophies, operational guidelines and law.

ILLUSTRATIVE EXAMPLES OF DUTIES: (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Essential Job Functions:

Manage assigned functions to achieve operational goals within budgeted funds and available personnel. Provide effective leadership and direction in the administration of departmental activities. Ensure proper functioning of assigned staff; effective planning and organization of workloads, scheduling and assignments. Review overall operational effectiveness and direct changes in priorities or schedules as needed to assure professionalism, adequacy, accuracy and timeliness of services provided.

Under guidance of the Director, provide liaison and coordination of CENCOM activities with elected County, City, and District officials, appointed fire and police chiefs and other external agencies to promote continuity of effort, efficiency of function and standardization; serve as a negotiator and mediator to resolve conflicting demands for service.

Support and assist the Director in preparation and justification of departmental budgets based on staffing, resource requirements and departmental plans, goals and objectives; control expenditures within authority and assure adherence to approved budget allocations.

Recommend and implement improvements in organization and staff management. Develop plans for achieving program objectives and operational goals; draft or modify procedures and guidelines as necessary to meet challenges, legal issues and changes. Develop short and long-range plans with input to the annual future planning process. Develop and implement project management system(s) and assign responsibility.

Coordinate, with Personnel department staff, the testing, confidential screening and selection process of new employees (CALEA 4.1.1) and promotional employees (CALEA 4.4.2). Supervise and evaluate assigned staff; review subordinate work effectiveness. Define and delegate authority of subordinates. Recommend pay step increases, promotions and personnel actions in conformance with Union contracts and Personnel policies and procedures; exercise approval employee leave, overtime, sick leave, scheduling, etc.

Support and assist in administering the labor contract and personnel rules at the department level and in the formulation and implementation of labor relations' policy; actively participate in, and make recommendations for, contract negotiations.

Develop and establish approved work rules and performance standards; initiate or improve and execute disciplinary actions as warranted; (CALEA 3.5.2) investigate and resolve employee grievances or other sensitive personnel matters within approved guidelines. Provide for the training and motivation of subordinates to make full use of individual capabilities and to meet changing demands.

Responsible for keeping abreast of related technology, equipment, trends, innovations, etc; participate in specialized training, conferences and seminars as appropriate and available. Coordinate with Technical Systems Supervisor and Data Systems Engineer for new equipment recommendations and required maintenance, repair or replacement as needed or appropriate to assure optimum performance.

Under guidance of the Director, manage and coordinate the development, implementation and monitoring of non-technical service agreements and contracts for the department and assist the Data Systems Engineer and CENCOM Technical Systems Supervisor with management of technical systems contracts; analyze and compare agreements/contracts to determine competitiveness, urgency of need, adequacy and accuracy of language; consult with County Purchasing and others as needed.

Analyze, recommend and implement policies, procedures, and standards for department-wide application to promote the efficient and effective operation of assigned functions; responsible for the development, review, accuracy, currency, publication and distribution of policy and procedures manuals, SOP's, training manuals and related documents.

Analyze and recommend improvements to facilities, equipment, project management and operating systems; conduct periodic evaluations of departmental program effectiveness, researching and recommending alternatives and remedial action as required.

Responsible for the development and maintenance of systems and record that provide for proper evaluation, control and documentation of operations; data collection, research and analysis to justify proposals; and preparation of technical, statistical, analytical, operational and administrative studies or reports as needed or directed.

Perform public speaking engagements and arrange special tours of CENCOM; participate in staff functions and chair or serve on various internal/external committees and users groups; represent the Director and/or other CENCOM management at CENCOM Policy Board meetings, or other special interest and community groups as directed.

Oversee resolution of inquiries, problems, complaints, or emergencies affecting availability or quality of services; respond to the most sensitive, complex inquiries or service complaints with approval of the Director. (CALEA 1.4.2)

Appear for scheduled work with regular, reliable and punctual attendance. Establish and maintain cooperative, effective, and productive working relationships using tact, patience and courtesy. Effectively plan and organize work and complete tasks within prescribed timeframes.

Other Job Duties:

Serve as Acting Director when assigned. (CALEA 2.1.2a)

Perform other related duties as assigned.

WORKING CONDITIONS/PHYSICAL ACTIVITIES: (The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. Kitsap County provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.)

Work is primarily performed in the office. Attendance at meetings and observation of various shift activities will require working evening and other odd hours on occasion. Must have access to an operating vehicle or access to guaranteed, reliable transportation in order to ensure 24-hour availability and attend meetings outside the work area. Substantial telephonic and in-person contact with the public, special interest groups, County, City and District officials, appointed police and fire chiefs, other government agencies and County departments require that the incumbent have the ability to communicate effectively. Must be able to collect, assimilate and analyze data and information related to operations, equipment and functions and prepare appropriate recommendations. CENCOM is a critical 24/7 public safety agency which operates in all weather and emergency conditions. The incumbent may be required to respond regardless of external factors.

KNOWLEDGE & ABILITIES:

Thorough knowledge of: Principles, practices and techniques involved in the operation of 911 emergency public safety communications systems, administration and equipment. Principles, practices and techniques of public administration.

Knowledge of: Application and interpretation of federal, state and local laws, rules, regulations, codes and ordinances as they relate to area of assignment. Management and supervisory principles and practices including program planning, contract administration, budgeting, direction, coordination, evaluation and data processing methods and techniques.

Ability to: Be a self-starter and demonstrate management loyalty. Set work priorities and train, direct, motivate and evaluate the work of assigned staff. Develop departmental goals and objectives and perform planning and budgeting functions. Apply judgment and discretion in resolving problems and interpreting policies and regulations. Organize and oversee work programs, monitor budgets, work schedules, contract administration and progress reviews. Effectively respond to and reconcile competing external elements as they affect the planning and operation of assigned programs. Develop and maintain effective working relationships with other staff and external elements. Communicate effectively, both orally and in writing and make effective public presentations of technical, complex, and often controversial information. Establish and maintain accurate records of all activities and operations.

QUALIFICATIONS:

Associate's degree from a college or university accredited by an agency recognized by the US Department of Education or equivalent, in law enforcement, business or public administration, or related field and five years of progressively responsible professional/administrative work experience related to the duties and responsibilities of this position, including three years of management/supervisory experience, is required; or any equivalent combination of related experience and education which provides the applicant with the desired skills, knowledge and ability required to perform the work.

Prior budget management and labor negotiation experience is preferred.

LICENSES, CERTIFICATES & OTHER REQUIREMENTS:

Maintain certifications in NIMS ICS program as required by the Department of Homeland Security.

Must be able to fulfill all traveling requirements of this position and meet the qualifications and guidelines of the Fleet Risk Control Policies in the operation of a motor vehicle on County business, including possessing and maintaining a valid Washington State Driver's License and the appropriate amount of automobile insurance.

CENCOM is a critical 24/7 public safety agency which operates in all weather and emergency conditions. The incumbent may be required to respond regardless of external factors and outside of regular work hours.

Must have a private telephone line to residence for 24-hour availability, a ready and dependable means of transportation and be willing to carry a pager and/or cellular phone.

NOTE: A criminal background check including a national fingerprint check through law enforcement agencies and a drug test will be conducted on all successful applicants prior to their being appointed to this position.