

YECA

Position Description

Position: Deputy Director	
Division: Administration	FSLA: Exempt
Reports to: Executive Director	Represented: Management/Non-Rep

Summary

The Deputy Director performs work of considerable difficulty in planning, managing, developing, implementing, and coordinating the dispatching operations and staff of the YECA regional 9-1-1 emergency dispatch center. Assures the efficient and economical use of division resources, personnel, facilities, and implements management practices to optimize utilization of human resources.

This position is responsible for maintaining and enhancing human resources functions in the development, administration, and implementation of YECA's human resource programs, including recruitment, examination, compensation, salary, benefits, risk management, and payroll processes.

Distinguishing Characteristics

This development position is within the Administrative Division and is under the general direction of the Executive Director. The Deputy Director position has the responsibility for overseeing the Operations Division and directly managing the Operations & Communications Supervisors, while overseeing the planning, directing, and managing the activities of the Agency's regional emergency and non-emergency police, fire, medical call taking, and field unit dispatch center and is expected to exercise considerable discretion in carrying out responsibilities independently with awareness of emergency communications issues and sensitivities. This position is responsible for applying an extensive, fully seasoned knowledge of modern techniques and concepts of emergency service communications, requiring considerable initiative, creativity, analysis, and interpretation to create a motivating atmosphere. The incumbent maintains close working relationships with the Operations division personnel, member agencies, and political jurisdiction. Problems encountered in this position are technical, logistical, legal, or personnel related.

Essential Duties and Responsibilities

The statements contained below reflect general details as necessary to describe the principle functions of this job, the level of knowledge, skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

- Plans, organizes, directs, and evaluates the work of the assigned supervisors and staff; with assigned staff, develops, implements, and monitors work plans to achieve Agency mission, goals and performance measures.
- Oversees the operational section of the division budget and monitors operations performance against the annual budget.
- Participates in hiring, counseling, disciplining employees in accordance with accepted management practices and Agency policy.
- Plans, organizes, directs, and evaluates the performance of assigned supervisors and staff; establish performance requirements and personal development targets; regularly

monitors performance and provides coaching for performance improvement and development; approves and modifies disciplinary actions up to and including recommending termination to address performance deficiencies in accordance with Agency policies and labor contract agreements; represents the Agency in labor relations matters including labor/management committees, side agreements, and labor contract negotiations.

- Ensure planning, monitoring, and appraisal of employee work results by training supervisors to coach and discipline employees; hearing and resolving employee grievances; counseling employees and supervisors.
- Provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment; coordinates with staff to analyze and implement human resource and management policies and practices to increase employee retention and improve employee selection practices and employee/management relations.
- Provides oversight to the Operations Supervisor in the planning, organization and direction of the operations of Agency's law, fire and emergency medical services call taking, and dispatch activities for various affiliated law enforcement, fire and emergency medical service agencies; serves and represents operations on a variety of committees, task forces, and project teams.
- Plans, organizes, and directs the activities of the Agency's multi-jurisdictional Public Safety Answering Point (PSAP).
- Perform administrative work related to employee benefits programs including insurance, leave, retirement, incentive pays, deferred compensation, and employee assistance programs. Initiates and responds to a variety of surveys, correspondence, and reports; provides administrative support to the labor negotiation team; ensures accuracy of employee compensation and benefits, personnel transactions and salary schedule data.
- Manage and guarantee bi-weekly disbursement of payroll, including garnishments, benefits and taxes consistent with federal and state wage and hour laws.
- Attends conferences, conventions, and other educational meetings to keep abreast of state, regional and national trends in 9-1-1 technology, labor laws, policies, and procedures.
- Participates in regular scheduled communications status meetings with the Executive Director.
- Participates in Governing Board meetings and provides comprehensive and timely reports.
- May act-in-capacity for the Executive Director during their absence.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

The position requires knowledge of the operation of a computer aided dispatch system; thorough knowledge of theory, principles, practices, techniques, and technology in the field of emergency communications for a medium sized, multi-jurisdictional public safety organization. Knowledge of policies and procedures of various law, fire, and emergency services user agencies as they pertain to emergency communications. Knowledge of regulatory agencies, laws, regulations, and policies that pertain to the public emergency communications agency; principles and practices of public administration for budgeting, purchasing, and maintenance of public records; research methods and analysis techniques; principles and practices of effective human resource management and supervision. Requires a strong knowledge of effective community and public relations methods and practices; Agency personnel policies, labor contract provisions, and training requirements; practices, and principles of sound business communication.

▪ **Abilities**

Requires the ability to manage, evaluate, and direct comprehensive emergency communications operations and personnel; lead, motivate, and mentor a diverse staff; Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rule, and policies. Organize, set priorities and exercise sound independent judgment within areas of responsibility. Prepare clear, concise and comprehensive reports and other written materials. Exercise sound expert, independent judgment with general policy guidelines. Operate a computer and standard business software; present information clearly, logically and persuasively; communicate effectively both orally and in writing. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations. Establish and maintain effective relationships with members of other governmental agencies, community and business organizations, employees, the public and others encountered in the course of work.

▪ **Physical Abilities**

Requires light physical effort including frequent lifting and moving of objects up to 10 pounds, occasional lifting/moving of heavy objects. Some bending, stooping, reaching and pulling are required. Sufficient visual acuity to recognize letters, numbers, words, dials, buttons and other instruments; hand-eye coordination to grasp small objects; auditory ability to project voice for a distance of 50 feet are all required. Ability to sit for long periods of time, move about and work in an indoor environment.

▪ **Education, Experience, Special Skills**

Possession of a bachelor's degree from an accredited college or university with a major in Public Administration, Business Administration, Criminal Justice, Emergency Management, or closely related field. Experience of four (4) years full-time or its equivalent, managing or supervising dispatch operations in a public safety department or emergency 9-1-1 communications/dispatch center, which must have included responsibility for overseeing personnel, implementation of policies and procedures, budgetary preparation, project management, and personnel related situations.

Additional experience of the type noted above may be substituted for the required education on a year-for-year basis to a maximum of four (4) years.

▪ **Licenses and Certificates**

Must possess and maintain a valid California class C driver's license and a satisfactory driving record. Must also possess Emergency Number Professional (ENP) certification or obtain certification within 24 months of employment

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.