

POSITION: Director
OFFICE/DEPARTMENT: Pacific County Communications (PACCOM)
REPORTS TO: PACCOM Administrative Board/County Administrative Officer
UNION STATUS: Non-Represented
SALARY GRADE: Special Employment Agreement
DATE LAST REVISED: March 26, 2024

1.0 PRIMARY FUNCTION AND PURPOSE

The mission of PACCOM is to ensure customers receive professional, courteous, and reliable emergency communications for the preservation of life, property, and public safety. In support of this mission, the Director provides support and communication for all participating police, fire, and ambulance services in Pacific County, and assists other governmental emergency response divisions such as public works and public health. The Director is responsible for the day-to-day administration of the 911 Emergency Communications Center, including finance, logistics, technology, operations, and leadership. It is imperative that the Director is proficient in communication, collaboration, and customer service.

2.0 ORGANIZATIONAL RELATIONSHIPS

The Director reports directly to the Pacific County Administrative Officer (CAO), serves at the pleasure of the PACCOM Administrative Board, and works under the general direction of the Board in planning, organizing, staffing, and directing the operations of PACCOM to ensure efficient and professional emergency dispatch services to the public and each public safety agency that relies on PACCOM's services.

3.0 ESSENTIAL DUTIES AND RESPONSIBILITIES

Duties and responsibilities include, but are not limited to, the following:

- Provide administrative oversight in accordance with the policies adopted by the PACCOM Administrative Board; develop, direct, and implement the goals, objectives, and work standards established by the Board, serve as liaison and work closely with the stakeholder agencies, community organizations, and citizen groups to implement programs, projects, and solve problems; handle agency and citizen complaints in a prompt and professional manner.
- Prepare the annual budget and present it to the Administrative Board; direct the expenditure of funds in accordance with budget appropriations as approved by the Administrative Board; serve as purchasing agent; seek funding opportunities through grants and other sources of revenue, oversee contracts, leases, and agreements.
- Engage in short- and long-range planning to ensure continued reliable emergency communications for the community into the future, define goals and objectives and make recommendations to the Administrative Board.
- Perform all Human Resources functions; responsible for hiring, orientation and onboarding, training, coaching and feedback, managing conflict, employee morale and recognition, evaluating work performance, taking disciplinary action including termination when necessary; prepare recommendations and strategies for labor negotiations, lead the negotiation team, respond to complaints and grievances, and participate in labor-management meetings.
- The Director has full responsibility for ensuring that activities are performed within the scope of all federal and state laws; matters of policy are referred to the Administrative Board for review; develop policy recommendations based on knowledge of technical, operational, and industry standards;

implement and maintain approved comprehensive policies, procedures, and training manuals for efficient and compliant operation of the Emergency Communications Center; perform risk management duties, conduct risk assessments, identify deficiencies, work with the Pacific County Prosecutor's Office for legal review, and recommend and implement changes to reduce risk and minimize exposure to liability.

- Oversee PACCOM's information systems and communication technology including:
 - Serve as a technical adviser, which may include systems design and integration, equipment selection, and planning for improvements to existing systems, and provide additional or expanded contemporary services.
 - Ensure compliance with security and operational standards in the use and administration of technology networks, databases, other related dispatch programs, and enhanced 911 services.
 - Oversee the contracted standard and preventive maintenance of PACCOM's communications-related inventory.
 - Research new and available technology.
- Ensure proper preparation and maintenance of records and reports; respond to public records requests.
- Perform other duties as assigned.

4.0 MINIMUM QUALIFICATIONS

- Degree in communications, emergency management, public administration, or another related field. A combination of additional or specialty training and/or experience may be considered in lieu of the degree requirement.
- Previous experience working in an emergency services environment.
- Previous supervisory experience.
- Current and valid driver's license.
- First Aid/CPR/AED certification, or ability to obtain within six (6) months.
- A criminal history and background check, including fingerprinting, will be performed on qualified candidates, who must be able to meet requirements for Criminal Justice Information Services (CJIS) certification.

5.0 PREFERRED QUALIFICATIONS

- Previous Administrator or Director of a 911 communications center
- Bilingual English/Spanish

6.0 REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of:
 - Emergency police, fire, and EMS dispatch systems.
 - Technology and telecommunications systems.
 - Human Resources laws and best practices, employee/labor relations, collective bargaining.
 - Basic accounting methods, budget compliance, monitoring, and control.
 - Contracts, professional services agreements, purchase agreements, RFP/RFQ process.
- Skill in:
 - Operating a multi-jurisdictional dispatch center.
 - Evaluating and meeting needs of user agencies.
 - Effective management and leadership of employees.
 - Short- and long-range planning.
 - Negotiating contracts, services, and equipment purchases.
 - Communicating effectively both orally and in writing.
 - Planning, organizing, and working independently.
- Ability to:

- Communicate in a clear, concise, and cordial manner, orally and in writing, with employees, consultants, other governmental agency officials and representatives, businesses, and the general public; relate complex or technical ideas and concepts to non-technical audiences.
- Build and maintain a collaborative team environment.
- Administer services in a cost-effective, efficient manner, keeping in mind the needs of the stakeholders and the community.
- Plan, organize, and work independently.
- Effectively deal with own and others daily stress situations.
- Maintain stable services to stakeholder agencies and the public, while developing and scoping future migration to the next step in technological advancement.

7.0 WORK ENVIRONMENT AND PHYSICAL DEMANDS

Most work is performed in an office environment but could require alternate locations. The work environment can be chaotic and stressful at times. The employee may be occasionally exposed to the risk of electrical shock while working with technology or facility needs. The employee must also be able to operate a motor vehicle in various driving conditions. While performing the duties of this job, the employee may occasionally work in outside weather conditions and is occasionally exposed to fumes or airborne particles. All safety policies and regulations must be followed including proper lifting/carrying methods and use of PPE when required.

The employee must be able to use desktop and/or laptop computers, iPads or tablets, smartphones, and other modern technologies; network/system equipment and peripherals; Microsoft Office and other software programs and applications; 10-key calculator; multi-line phone; radio; printer/scanner/copier and fax machines; and motor vehicle(s) to get to/from other City locations and to attend off-site meetings, trainings, conferences, etc. This list is not intended to be all-inclusive – the employee must have the ability to learn new skills needed to perform the essential functions.

8.0 BEHAVIORAL STANDARDS

- Positively represents Pacific County, demonstrating honest and ethical behavior.
- Is respectful and courteous to the public, county, city, and agency leadership and other employees.
- Demonstrates good work habits.

9.0 SELECTION PROCESS

The selection process is set by the PACCOM Administrative Board and may include review of the formal application and evaluation of education and experience, and may include an oral interview.

The position of Director is an appointment of and serves at the pleasure of the PACCOM Administrative Board, with final confirmation required by the Board of Pacific County Commissioners in an open public meeting.

DISCLAIMER: Job profiles are not intended, nor should they be construed to be, an exhaustive list of all responsibilities, tasks, skills, efforts, working conditions or similar behaviors, attributes or requirements associated with a job. A job profile is not a comprehensive job description. It is intended to provide a brief overview of the position's general direction and scope.

Candidates or employees with disabilities are encouraged to contact the Chair of the PACCOM Administrative Board to discuss the listed duties and responsibilities, and any reasonable accommodation that may be requested and considered.