



Deputy Director (Manager IV)

\$78,187.20—\$117,291.20 Annually

Interviews are tentatively scheduled for the week of  
March 25, 2019

Apply by March 8, 2019



The County of Stanislaus, Stanislaus Regional 9-1-1 invites qualified applicants to apply for Deputy Director (Manager IV) to fill a vacancy in Emergency Dispatch.

## **ABOUT THE COMMUNITY**

Stanislaus County is located in Central California within 90 minutes of the San Francisco Bay Area, the Silicon Valley, Sacramento, the Sierra Nevada Mountains and California's Central Coast. With an estimated 538,388 people calling this area home, the community reflects a region rich in diversity with a strong sense of community. Two of California's major north-south transportation routes (Interstate 5 and Highway 99) intersect the area and the County has quickly become one of the dominant logistics center locations on the west coast.

The County is home to a vibrant arts community with the world-class Gallo Center for the Arts, a symphony orchestra, and abundant visual and performing arts. Stanislaus County is a global center for agribusiness, positioned by its mild Mediterranean climate, rich soils and progressive farming practices.

The area is recognized internationally for agricultural innovation with wine, almonds, poultry, milk, cattle, and walnuts being some of the featured industries. The County is also home to Stanislaus State University, Modesto Junior College and benefits from satellite locations of other high-quality educational institutions. The County was established in 1854 and has a total land area of 1,515 square miles. Temperatures range from an average low of 38 degrees Fahrenheit in the winter to an average high of 85 degrees in the summer. Temperatures move up into the 90s during the summer months with low humidity and cool evening breezes from the San Joaquin Delta.

## **ABOUT THE DEPARTMENT**

Stanislaus Regional 9-1-1 provides 24-hours per day, seven (7) days a week, public safety emergency dispatch service and is the answering point for the 911 telephone system. Dispatching is provided for 21 Law Enforcement and Fire agencies within Stanislaus County.



## ABOUT THE POSITION

The Deputy Director (Manager IV) will manage and lead a centralized emergency dispatch operation and perform related duties as required. The Deputy Director of Emergency Dispatch is an unclassified management position. As such, the incumbent shall be considered "at will" employees of County government and are designated Management for labor relations purposes.

## TYPICAL TASKS

- Plan and supervise day-to-day operation of the Stanislaus Regional 9-1-1 Dispatch Center, including partnering with the four (4) Manager III Shift Managers to manage the work of staff performing emergency dispatching services, as well as the administrative and support personnel necessary to operate a consolidated emergency dispatch service;
- Work with Advisory Board, staff and representatives of member agencies to set the direction of the department based on customer expectations and the Dispatch Commission's mission, values and objectives;
- Design and implement a staff development system consistent with the Agency's goals and objectives and enthusiastically promote the professional growth and recognition of all employees;
- Work with the Commission and Advisory Board, develop human resource plan to support the Consolidated Emergency Dispatch service needs to include change in work design, employee development, recruitment and compensation;
- Perform internal and external customer needs assessments and establish an effective response system for ongoing internal/external customer feedback to insure continuous improvement;
- Maintain information, prepare reports, use information and analysis to anticipate potential issues/trends, and implement appropriation actions;
- Identify and prioritize key processes for improvement based upon customer feedback/trends; develop/implement process improvement measures; and control, recommend and advise on policies and procedures required in the public interest;
- Establish operational performance indicators and measure to ensure results; and
- Foster a cooperative relationship with employee organization, promoting an interest-based problem-solving approach to resolve employee issues.

## SKILLS/ABILITIES

- Effectively plan, develop, implement and maintain consolidated emergency dispatch services, policies and procedures;
- Meet with user committees and other agencies in resolving problems, developing programs or discussing services;
- Work effectively and cooperatively with all customers including staff, Commission members, Advisory Board, and agency partners;
- Serve as an effective leader, promoting personal responsibility, integrity and accountability;
- Provide appropriate and effective written and verbal communication including preparation of the annual report of Emergency Dispatch services;
- Create positive and optimistic work environment, maintaining the self-confidence and self-esteem of others;
- Analyze information, anticipate potential issues and trends and make decisions based upon facts;
- Perform customer needs assessments, benchmark and evaluate data collected;
- Plan, direct and evaluate the work of staff engaged in all aspects of a consolidated emergency dispatch operation; and
- Establish and maintain an effective response system for ongoing internal/external customer feedback.

## KNOWLEDGE

- Consolidated emergency dispatch operations, including staffing and methods;
- Applicable State and Federal laws regarding CLETS, communication standards, and rules and regulations of the Federal Communications Commission;
- Function of human resource development and management including work design, employee development, evaluation, recruitment, retention and recognition;
- Principles, practices, technology and trends in public safety emergency communication systems operations and administration; and
- Information gathering methods and analysis, and report writing techniques.

## EDUCATION/EXPERIENCE

- Bachelor's degree from an accredited college or university (qualifying experience may be substituted for college education on a year for year basis) **AND**
- Five (5) years progressively responsible experience in an administrative managerial capacity, which includes experience in personnel administration, or any equivalent combination of experience and training which clearly demonstrates the ability to perform the typical tasks.

(Note) Proof of education may be required for verification purposes after the eligible list has been established as part of the selection interview process. Proof of education (transcripts and/or degree) may be attached at the time of online application submission if available.

## LICENSE

Applicants must possess and maintain a valid California Driver's License and remain free from repeated preventable accidents.

In addition to the minimum qualifications, applicant screening will focus on the following desirable qualifications. Please list any of these qualifications you may have within the “Duties” section of the on-line application.

## **DESIRABLE QUALIFICATIONS**

- Certified in Peace Officer Standardized Training (P.O.S.T.) Dispatch and/or equivalent certification
- Certified training in the Incident Command System (ICS)
- California Law Enforcement Telecommunications System (CLETS) Certified

## **COMPENSATION (\$78,187.20—\$117,291.20 annually)**

The current salary range for this position is open with hiring dependent upon experience and qualifications. The County of Stanislaus provides a competitive and comprehensive benefits package for regular full-time County employees including:

- Medical, dental, vision, and basic term life insurance plans
- Optional participation in Flexible Spending Account programs
- Optional Supplemental Life & AD&D insurance plans
- 457 Deferred Compensation savings plan
- Employee Assistance Program
- Participation in the Stanislaus County Employee Retirement Association (StanCERA)
- 56 hours administrative/management leave per year (does not carry over)
- \$900 annual Professional Development Reimbursement
- Details are upon request.

## **CLASSIFICATION INFORMATION**

Unless otherwise provided, this position is part of the Unclassified Service of the county and considered “at will” for labor relations purposes.

Incumbents are also subject to overtime, standby, callback, weekend, holiday and shift assignments. The individual selected will participate in the Stanislaus County Pay-for-Performance program, as well as receive additional benefits.

## **EQUAL EMPLOYMENT OPPORTUNITY**

The County of Stanislaus is an Equal Opportunity Employer. All qualified applicants are encouraged to submit online application(s) for open position(s).

Stanislaus County is committed to establishing and maintaining effective working relationships with the general public, co-workers, supervisors, and members of diverse cultural and linguistic backgrounds regardless of race, religious creed, color, national origin, ancestry, physical or mental disability, medical condition, genetic information, pregnancy related condition, marital status, gender/sex, sexual orientation, gender identity, gender expression, age (over 40), political affiliation or belief, or military or veteran status.



## **APPLICATION PROCEDURES/FINAL FILING DATE**

Applications cannot be submitted later than 5:00 p.m. on the final filing date. Make your online application as complete as possible so a full and realistic appraisal may be made on your qualifications.

### **Resumes will not be accepted in lieu of a complete application.**

Attaching your resume and cover letter are an optional feature for those who wish to do so in addition to completing the required application. Information on your resume and cover letter will not substitute for the education, work experience and required fields on the County application. The online County application is the primary tool used to evaluate your job qualifications.

## **RECRUITMENT ACCOMMODATIONS**

Arrangements may be made to accommodate disabilities and religious convictions. Applicants requiring testing accommodations are required to complete and submit the Testing Accommodation Request Form prior to the test administration date. Special arrangements for religious convictions should be included in the "Additional Information" section of the application form.

<http://www.stancounty.com/personnel/pdf/ADATestingForm.pdf>

## **GENERAL QUALIFICATIONS**

- Pass County-paid pre-employment drug screening and job-related background investigation.
- Perform job duties in a manner assuring a safe working environment for oneself and others.
- Maintain confidential information according to the legal standards and/or County regulations as required.

## **APPLICATION AND/OR EXAMINATION APPEAL RIGHTS**

Application and/or examination results may be appealed by applicants presenting facts alleging irregularity, fraud and/or error in application screening or in exam scoring. Appeals must be in writing and submitted to the Chief Executive Officer within seven (7) days after the examination results are mailed.

## **JOB TASK ANALYSIS INFORMATION**

The Job Task Analysis provides information detailing the physical and functional demands of the classification. For the complete job task analysis, visit the Risk Management website at <http://www.stancounty.com/riskmgmt/> under "Disability Management."

## **PUBLIC SERVICE LOAN FORGIVENESS PROGRAM**

Find out if you qualify for the AES Public Service Loan Forgiveness program for full-time public sector employees (PSLF) by contacting (866) 706-5005.

<https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation/public-service>

## **DISCLAIMER**

Stanislaus County reserves the right to revise the examination plan described in this flyer to better meet the needs of County service. The provisions of this bulletin do not constitute an express or implied contract. Any provision contained in this bulletin may be modified or revoked without notice. The information contained in the bulletin is information, which sets forth a general summary of benefits for this respective position. This information is not legally binding. The benefits and other information regarding this position may be found in the Stanislaus County Code, the Stanislaus County Personnel Policies manual, or in the applicable Memorandum of Understandings, and such information prevails over information contained in this flyer. Questions regarding this announcement may be directed to the Stanislaus County Chief Executive Office/ Personnel.



The County of Stanislaus and its employees embrace the Club Wellness Mission Statement.

The Mission of Club Wellness is to facilitate and encourage the “good health” of the county workforce. “Good health” is a state of complete physical, social and mental well-being, and not merely the absence of disease or infirmity; health is a resource for everyday life, not the object of living, and is a positive concept emphasizing social and personal resources as well as physical capabilities. The program seeks to increase awareness and knowledge of all employee benefits, nurture a team spirit and positive health behaviors, to motivate employees to adopt healthier habits and to provide opportunities and a supportive environment to create positive lifestyle changes.

For more information on Club Wellness go to [www.myclubwellness.com](http://www.myclubwellness.com)

