

LAKE COUNTY CONSOLIDATION 911 PROJECT MANAGER JOB DESCRIPTION

POSITION TITLE: 911 Consolidation Manager

This is a Lake County position that supports all participating Agencies and the public.

REPORTS TO: Lake County Regional 911 Consolidation Policy and Operations Committee

POSITION SUMMARY:

The position serves as the Project Manager (PM) for the development of an implementation plan for Regional 911 Consolidated Services for nearly 20 partner communities/agencies, to oversee the implementation of consolidated 911 dispatch for police, fire and emergency medical services (EMS) in Lake County.

Project Manager will work with the Regional 911 Consolidation Policy and Operations Committees as well as sub-committees to develop the implementation and migration plans for consolidating 911 call taking. The PM will develop and present detailed recommendations outlining the steps required to consolidate dispatch services including but not limited to costs, staffing, supervision, standard operating procedures, facility and technology needs.

The PM will work together with all partner communities and public safety agencies in an inclusive manner and will be open, responsive and accountable to those stakeholders to develop strategies and solutions that meet the needs of the partner agencies while serving the public with integrity

WHAT DOES SUCCESS LOOK LIKE?

LEADERSHIP:

A primary focus of this position will be leadership. Understanding the many different priorities, perspectives and motives of the various stakeholders, and then working together with them, to develop strategies and solutions that meet the needs of those partners to the greatest extent practicable.

The PM will work with the Policy and Operations Committees and their associated sub-committees to develop recommendations and build consensus in the following areas:

1) Data collection and analysis, 2) Operational policies and procedures, 3) Personnel, Legal agreements and filings, 4) Technology requirements: Assess vendor alternatives and evaluate options, 5) Facility requirements and options, 6) Other topics necessary for the completion of the implementation and migration plans.

REQUIRED KNOWLEDGE

Emergency Communications Administration and Management - 24-hour emergency communication center including familiarity with public safety functions and concerns of

the public safety communication's environment, demands, requirements and related laws, regulations and systems.

Collaborate and Coordinate: - accomplish work with and through committees/sub-committees, schedule committee meetings, develop agendas and project timelines, support and assist committees in completing the work.

Concepts of Strategic Planning – Creation of a shared vision, goal setting, strategies to achieve the goals and vision, establishment of priorities.

Principles of customer service and public relations in governmental settings
This includes assisting committees with the development of quality services standards and then meeting established quality standards.

Familiarity with public safety partners – Law Enforcement, Fire, Emergency Medical Services (EMS) and Emergency Management, including familiarity with COM-L (Communications Leader); ability to learn geography of the county and immediate surrounding areas, and general understanding of GIS and US National Grid System.

Ability to conduct research, collect and evaluate sample documents, techniques to gather research from diverse sources and make modifications for regional applicability, and methods of reports preparation and presentation.

Knowledge of workforce requirements of the PSAP including personnel selection and management, training, union and non-union environment, performance standards and expectations, PSAP written directives, SOP/SOG's and Operations Manual, ADA-specific requirements of the PSAP for equal access, as well as internal hiring and accommodation practices.

Thorough knowledge of Local, State, and Federal laws as they apply to the PSAP environment.

Understanding of telecommunicator and lead telecommunicator job duties.

Current systems used within the PSAP, emerging technologies and new industry trends.
PSAP defined protocols (Emergency Medical/Fire/Police Dispatch, etc.)

Technical competency with 911 systems including ESSINET, NextGen 911, CAD, RMS, Mobile Dispatch, Phone, etc. and in the operation of personal computer including job-related software applications including.

Has the knowledge, understanding, and skills to evaluate and promote the use of current and emerging technologies that can assist in the planning and needs of the agency.

Principles, methods and practices of municipal, county, and regional consolidated 911 operations.

Knowledge of public procurement, bidding, and contracting.

Current principles, techniques and objectives of public safety communication programs.

REQUIRED SKILLS AND ABILITIES

Judgment and Decision Making - Uses logic and reasoning to analyze, understand, and evaluate complex situations. Identifies the strengths and weaknesses of alternative approaches or solutions, to a situation. Exercises appropriate judgment in establishing priorities. Considers the relative costs and benefits of potential actions.

Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees at all levels, representatives from various departments, and outside agencies. Effectively responds to and resolves complex inquiries and disputes.

Computer Skills - Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

Strategic thinking; Resource management; Managing change; Decisiveness; Interpersonal skills; relationship building

Mastery of English grammar, spelling and punctuation Produce written documents with clearly organized thoughts

Communication - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of human relationship issues with tact and diplomacy and in a confidential manner. Effective verbal and written communications skills

Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine and establish priorities for the completion of work in accordance with sound time-management methodology. Ability to use influence rather than authority to accomplish work with and through others.

Accounting and Budgeting - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data. Ability to manage a budget and other resources.

Gather pertinent facts, make thorough analyses, and arrive at sound conclusions.

Make significant recommendations and exercise resourcefulness in resolving new problems.

Takes the initiative for own work and exercises independent judgment.

Conduct research and analysis, interpret and report research findings.

Develop creative ideas in relation to effectively managing complex challenges.

Manage multiple projects, prioritize tasks and meet deadlines. Use time management skills effectively. Prioritize a wide range of work requests simultaneously and deliver them accurately. Competently handle stressful situations and work through them.

EDUCATION, TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university with a bachelor's Degree with major course work in a related field and two years' experience in an emergency communications environment (Police, Fire or EMS), - OR - four years' experience in an emergency communications environment (Police, Fire or EMS). Two years supervisory or management experience required.

PREFERRED QUALIFICATIONS

Master's degree in criminal justice, public administration, communications, or closely related field, 5-7 years of progressively responsible management experience with some consolidation experience. Training experience. Experience with Union negotiations and grievances.

Experience with PSAP, CAD, CTI systems, Experience with RMS integration
Experience in a CALEA accredited police agency.

Thorough knowledge of, and ability to use radio and telecommunications equipment including, UHF, VHF, radio systems and applicable interfaces.

Professional accreditation such as those offered by: APCO, NENA, IAED, or PMI.

Must be able to meet certain requirements to be NIMS compliant (Sections 100, 200, 300, 400 700, & 800) by the Department of Homeland Security.

A comparable amount of directly related experience MAY be substituted at the County's discretion for the minimum educational requirements if candidates are not available that fully meet the minimum requirements of the position as posted.

PHYSICAL REQUIREMENTS OF THE POSITION

PHYSICAL SKILLS: Ability to lift and/or move up to 15 pounds and push or pull heavy objects. May use a handling device (dolly, cart, etc.) or work with another team member to lift and/or move excessively heavy objects. Ability to communicate effectively using

speaking, hearing, writing and vision skills. Ability to use basic computer programs and operate a PC. Applicants must hold a valid driver's license. This position is within the public safety environment and may require flexible work hours and evening meetings.

PERFORMANCE STANDARD TRANSPARENCY

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the County's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

GENERAL

The manager is an exempt position due to its overall operations and management of the project.