

CLASS SPECIFICATION
Emergency Communications Director

FLSA Status: Exempt
Union Representation: Nonrepresented/All Bureau Directors hired after December 31, 2000 are exempt from Civil Service

GENERAL PURPOSE

Under general policy direction, plans, organizes and directs the operations and personnel of the City's centralized Emergency Communications Bureau; directs the external affairs of the bureau with City officials, other bureaus, the public and other government agencies; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single-position class is responsible for planning, managing, directing and integrating the operations and personnel of the City's 911 emergency dispatch system. The bureau receives emergency 911 calls and dispatches equipment and personnel for police, fire and emergency medical calls. In addition to providing emergency dispatching for the City of Portland's public safety bureaus, the bureau contracts with Multnomah County Sheriff's Office and other local police and fire agencies within the county for emergency 911 dispatch services. Responsibilities are broad in scope, allow for a high degree of program and administrative discretion, and are evaluated in terms of overall program and cost effectiveness. The work of this class is performed within the broad policy direction established by the City Council and general policy direction from a designated elected official.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of the Bureau of Emergency Communications; with subordinate managers, develops, implements and monitors work plans to achieve bureau mission, goals and performance measures; directs the development of and monitors performance against the biennial bureau budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.
2. Plans, organizes, directs and evaluates the performance of bureau managers and their assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements.

3. Works closely with the City's elected leadership in setting and carrying out the City's vision, mission and objectives for 911 emergency dispatch services; provides leadership and works with bureau managers to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment; provides leadership and promotes process and service improvement through the City's Service Improvement Initiative and other programs and activities.
4. Meets, confers and negotiates with client bureau management to develop and implement service and quality standards and programs for emergency 911 communications.
5. Participates in the development of intergovernmental agency contracts and agreements for emergency communications services; meets and confers with client agency staff to establish service and quality standards and to resolve conflicts and service problems.
6. Attends conferences and other educational meetings to keep abreast of trends and technological advances in the field of emergency communications.
7. Confers with technology-related support staff to ensure communications hardware and software effectively support the bureau's mission and operations.
8. Directs the improvement of management systems, processes and measurement techniques to improve bureau operations and effectiveness.
9. Directs the development and implementation of a long-range technology plan for the bureau.
10. Represents the bureau to the Commissioner-In-Charge, the City Council, vendors, consultants and other public agencies.
11. Serves as chief spokesperson and advocate for the bureau.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Theory, principles, practices, techniques and technology in the field of emergency communications for a large public safety function.
2. Federal, state and local laws applicable to areas of responsibility.
3. Principles and practices of public administration, including budgeting, purchasing and the maintenance of public records.
4. Research methods and analysis techniques.
5. Principles and practices of effective human resource management and supervision.
6. Effective community and public relations methods and practices.

Ability to:

1. Plan and direct large, comprehensive emergency communications operations and personnel.
2. Analyze and make sound recommendations on complex management issues.
3. Understand, interpret, explain and apply relevant city, state and federal laws.
4. Present information, proposals and recommendations clearly and persuasively in public settings.
5. Represent the City effectively in negotiations; develop, negotiate and administer interagency agreements and service delivery contracts.
6. Establish and maintain effective relationships with elected officials, all levels of City executives, officials of other governmental agencies, community and business organizations, the media, employees and the public.
7. Prepare clear, concise and comprehensive reports, studies and other written materials.
8. Exercise sound expert, independent judgments within general policy guidelines.
9. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
10. Manage a diverse staff of technical and professional personnel.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public or business administration, or a closely related field; and at least ten years of progressively responsible administrative or management experience in the operation of an emergency communications function; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):

0917 EMERGENCY COMMUNICATIONS DIRECTOR. Adopted: 09-21-84; Revised: 11-18-75; 07-01-92

June 2009 - Change Job Class number from 7085 to 30000429, due to system change.