



MONTEREY COUNTY
Salinas, California

DIRECTOR OF EMERGENCY COMMUNICATIONS

This is an excellent opportunity for an experienced leader to manage a multi-agency consolidated dispatch center in a beautiful part of coastal California.





THE COUNTY OF MONTEREY

Monterey County encompasses some of California's most stunning scenery and offers an ideal year-round Mediterranean climate. Miles of beautiful beaches, spectacular mountain ranges, groves of redwoods, low-rolling foothills, and scenic valleys are characteristics that contribute to the quality of life enjoyed by over 400,000 residents and more than three million tourists who visit the area year-round. Monterey County boasts world-renowned attractions such as the spectacular Big Sur Coast, Monterey Bay Aquarium, Cannery Row, Laguna Seca Raceway, and National Steinbeck Center. It is also home to many world-famous golf courses, including Pebble Beach, Spanish Bay, Spyglass, and Poppy Hills.

The County hosts numerous acclaimed events including the Monterey International Blues Festival, Monterey Jazz Festival, Big Sur International Marathon, the Sea Otter Classic, and California Rodeo in Salinas. Encompassing a total land area of 3,324 square miles, Monterey County is the 16th largest of California's 58 counties and has an economy based largely on agriculture and tourism. The Salinas Valley, known as the "salad bowl of the nation," is abundant with lush produce fields and thriving

vineyards. There are also several major educational institutions, including California State University of Monterey Bay, Middlebury Institute of International Studies at Monterey, Defense Language Institute Foreign Language Center, Naval Postgraduate School, Monterey Peninsula College, and Hartnell College in Salinas.

COUNTY GOVERNMENT AND THE EMERGENCY COMMUNICATIONS DEPARTMENT

Monterey County has 24 departments with approximately 5,300 employees and a budget of approximately \$1.5 billion. This is a general law county and the governing body is the Board of Supervisors, which is comprised of an elected representative from each of the five supervisorial districts in the County. The County Seat is in Salinas at the Government Center-Courthouse campus, with many department offices located in a variety of other locations throughout the County.

The Emergency Communications Department operates the countywide consolidated emergency communications center with an operating budget of over \$12 million and a staff of 75. In addition to providing

The mission of Monterey County is to excel at providing quality services for the benefit of all Monterey County residents, while developing, maintaining, and enhancing the resources of the area. As a values-based learning organization, our focus is to continually improve County systems, processes, and management practices through an environment of empowerment and innovation.





services to the County Sheriff and other County offices, there are over thirty contracted agencies including municipal police and fire departments, regional fire departments, Monterey Regional Airport District police, Salinas Valley State Prison, and California State University. While E-911 services are a primary focus, the Department also covers urgent and non-emergency back-up telephone numbers and associated dispatching. The maintenance of crucial computer equipment, 9-1-1 telephone systems, radio dispatch consoles, and associated equipment is of paramount importance to the continuity of operations. The Department's funding model is roughly split between Monterey County (30%) and the other contracting agencies (70%). The Department is a major component of the County's public safety initiative to create a safe environment for people and businesses in the community.

THE POSITION

The Director of Emergency Communications is the administrator of the County's Public Safety Answering Point (PSAP). The Director is responsible for the overall administration and management of functions related to E-911 telephone and radio dispatching for police and fire. As a County employee, he or she will report to an Assistant County Administrative Officer, but will also consult regularly with the Executive Board representing the contracting agencies.

Primary duties include:

- Oversee technical, operational, and administrative functions of the emergency communications center.
- Negotiate financial service agreements with contracting agencies.
- Identify training needs and implement programs.
- Analyze long-range changes to the system's technology.
- Administer all personnel functions including the regular hiring and scheduling of dispatchers.
- Educate the public about E-911 services and respond to complaints and inquiries.
- Present written and oral reports to County government officials, the Executive Board, elected officials and staff of contracting agencies, and state/federal agencies.
- Optimize the efficiency of operations and systems to include acquisition and maintenance of equipment.
- Prepare the annual budget in conjunction with the County Administrative Office.

THE IDEAL CANDIDATE

The ideal candidate should embrace an organizational culture that values dedicated service to the public in a collaborative work environment. He or she should confidently lead a staff who cares deeply and works hard in providing individualized service to citizens

in their greatest times of need, even in an environment with high stress, overtime, and turnover. Earning widespread respect through effective communication and demonstrated subject matter knowledge will be essential to long-term success.

The ideal candidate will need to balance the unique arrangement of being a County employee while also working for the Executive Board and contracting agencies. Being nimble and responsive to the diverse needs of these agencies is crucial. He or she should be comfortable with addressing problems, operating transparently, and actively engaging stakeholders. Demonstrated experience with change management and process implementation will be a mark of success.

The ideal candidate will have a working knowledge of E-911 call delivery systems, trending technology changes, and police, fire, and EMS dispatching. Past experience in creative budgeting and funding of operations would be looked upon favorably, and the \$12.5M budget and staff of 75 employees will require an astute administrator in all personnel and fiscal matters.

Education and experience requirements include a **Bachelor's Degree** in Public or Business Administration (or a related field) and **three years** of administrative and/or managerial experience in a medium to large-sized emergency communications organization, or a satisfactory equivalent combination of training and experience.

COMPENSATION & BENEFITS

The County of Monterey provides a competitive compensation and benefits package. The salary range for this position is currently **\$126,552 – \$172,848** annually. An appointment is typically made within steps one, two, or three of the seven-step salary range. The benefits package includes:

- **Retirement:** CalPERS Pension Plan; 2% @ 55 for classic members (employee pays 7% member share) or 2% @ 62 for new members (employee pays 6.25% member share). The County also participates in Social Security.
- **Annual Leave:** 23 days of annual leave are accrued in the first year; up to 37 days annually after 25 years
- **Professional Leave:** 10 days per calendar year, non-accruable
- **Holidays:** 10 paid holidays per calendar year, plus one Floating Holiday
- **Winter Recess Leave:** 4 days per calendar year, non-accruable (subject to Board approval each year)
- **Health Insurance:** The County provides a Flexible Benefits Plan which includes health care, dental, and vision coverage

- **Life Insurance:** \$50,000 term life insurance policy
- **Management Expense Allowance:** \$54.17 per month
- **Automobile Allowance:** Up to \$375 per month for use of privately owned automobile to execute duties
- **Professional Organization Membership:** \$400 per calendar year
- **Flexible Spending Account / Dependent Care Assistance Program:** Voluntary program available
- **457 Deferred Compensation Plan:** Voluntary program available
- **Preferred parking at the Government Center-Courthouse campus**

For additional information on the County of Monterey, please visit its website at www.co.monterey.ca.us.

APPLICATION AND SELECTION PROCESS

The position is open until filled with first review of resumes on **Monday, May 21, 2018**. To be considered for this exceptional opportunity, please submit an electronic version of your resume with dates of employment plus staff and budgets managed, cover letter,

and the names of six professional references (two each: supervisors, direct reports, and colleagues) to: <https://secure.cpsshr.us/escandidate/JobDetail?ID=339>

For more information contact:



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Resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant qualifications will be invited to interview with the consultant, following which, the most qualified candidates will be referred for interviews with the County. It is anticipated that a selection will be made following final interviews and the completion of comprehensive reference and background checks.

EQUAL OPPORTUNITY

Monterey County is a drug-free work place and an equal opportunity employer. The County seeks a candidate who can make contributions in an environment of cultural and ethnic diversity. Monterey County provides reasonable accommodations for the disabled. If candidates require special arrangements to participate in the selection process, they should state their needs in writing when submitting the application package.

