



CLACKAMAS COUNTY COMMUNICATIONS 9-1-1 DIRECTOR

THE OPPORTUNITY

Clackamas County is seeking an experienced, highly skilled, dynamic, and creative emergency dispatch leader with excellent management, organizational and interpersonal skills to serve as the Director of Clackamas County Department of Communications (C-COM). C-COM requires an experienced leader with the background and credentials to oversee the Department that is responsible for administering and operating the E911 Public Safety Answering Point (PSAP) and emergency services dispatch center within the guidelines of Federal, State, Local laws, County Ordinances, policies/procedures, and departmental regulations. The Director will set strategic direction for the Department; manage the budget and revenue sources; and, work collaboratively with all County Departments and Partner Agencies, including the law enforcement, fire and emergency medical services providers, the 911 Member Board, Law and Fire Services Committees, and the general community to provide high quality 911 emergency services and support.

We are seeking a Director with a commitment to excellence and the flexibility to work in an environment that is ripe for change and leadership needed to create and execute a shared vision with staff and stakeholders.

HOW TO APPLY

For detailed information, including qualifications for the position, and to apply online please visit <http://www.clackamas.us/des/jobs.html>



If this position interests you, please contact
James Callahan for more information:
e: jcallahan@clackamas.us
p: 503-742-5493

ARE YOU:

- An innovative emergency dispatch leader looking for new challenges?
- A creative leader who can inspire and motivate staff?
- Someone who can create and implement a vision that makes C-COM a preferred employer in the region?
- Ready to embrace a new challenge leading one of Oregon's largest and progressive emergency dispatch centers?
- Committed to being a strategic partner for the agencies served by C-COM?
- Achievement-oriented with a track record of success?
- A supportive advocate of diversity, equity, and inclusion efforts?
- A collaborative decision maker who can effectively implement, with the advisement of a member board, the direction of the County Administrator?

PAY INFORMATION

The salary range is \$114,460.58 - \$154,521.82 annually (plus 6.27% deferred compensation and 6% retirement contribution). The actual salary will be commensurate with qualifications and experience.

This position works in a county department that is open 7-days a week, 365-days a year. It is included in the county's alternate workweek program, working 40 hours during a standard workweek of Monday through Thursday (Fridays off).

In addition to competitive wages, Clackamas County offers an attractive benefits package for employees in regular status positions.

The first resume review will be
Monday, June 18, 2018.

We reserve the right to close
this recruitment at any time
without notice.

THE IDEAL CANDIDATE

The ideal candidate for this position will be an experienced PSAP communications dispatch manager/director who has a track record of excellent judgment under pressure and the ability to act as a change agent. To lead the agency, the Director must be an effective communicator to all stakeholders, both internal and external, and be able to back it up with knowledge and experience in the 9-1-1 industry.



Some of the most critical components of this role are the development and implementation of department goals, objectives, policies and priorities in alignment with the County's strategic goals. Fire and Law user needs, as well as directing and advocating for the department's continual improvement.

We want someone who will bring a comprehensive understanding of and experience with federal, state, and local statutes, laws, rules, and regulations regarding the licensing and operation of emergency communications and criminal information network.

The County needs a C-COM Director who understands the businesses of law enforcement, fire, and emergency medical dispatching practices and can effectively support C-COM and member agencies' operations. We seek a person who is responsive and approachable and who recognizes the strengths of the workforce.

WHAT WE OFFER:

- Generous paid time off package, including:
 - 16 hours per month vacation accrual
 - 8 hours per month sick leave accrual
 - 9 paid holidays and 1 personal day per year
- Retirement: PERS/OPSRP Retirement Contributions Clackamas County contributes to member's pension share account as well as picks up the 6% contribution to the Individual Account Program (IAP)
- Excellent benefits package, including:
 - A Choice of Medical Plans with Vision and Prescription Drug Coverage
 - A Choice of Dental Plans
 - Group Term Life Insurance
 - Long-Term Disability Insurance with Optional Salary Buy-Up Program
 - Health Care Flexible Spending Account (FSA), Dependent Care Flexible Spending Account (FSA), Health Reimbursement Accounts (HRA)
 - Chiropractic Coverage and Alternative Care Benefit
 - A variety of optional benefits including: Group Universal Life Insurance; Accidental Death & Dismemberment (AD&D) Insurance; Long Term Care Insurance; Voluntary Benefits
 - Robust wellness programs, including gym discounts and wellness education classes
 - Longevity pay
 - Optional Deferred Compensation 457 Retirement Plan

Note: This summary is general in nature. Specific terms of benefits are contained in insurance policies, the Personnel Ordinance, and County Employment Policies and Practices.

EQUAL EMPLOYMENT OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Clackamas County is an Equal Opportunity Employer valuing diversity and inclusion as essential elements that create and foster a welcoming workplace. All qualified persons will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, political affiliation, disability or any other factor unrelated to the essential functions of the job.

ABOUT C-COM

C-COM provides superior public safety dispatch services in a skilled, expedient and respectful manner to the citizens and agencies we serve. With a commitment to excellence and through continuing education and improved technology, we help save lives, protect property, and proudly know we make a difference.

C-COM is a county department that operates under the control of the Board of County Commissioners. A User Member Board advises the department on operational management. Although C-COM is a County Department, it receives no county general funds. Funding comes primarily from the State 9-1-1 telephone tax and member agency user fees. The FY 2018/19 budget is approximately \$9 million.

C-COM is one of two Public Safety Answering Points (PSAP) in Clackamas County and has a staff of 48 professionals, within 3 programs (Operations, Technical and Administration). C-COM receives 9-1-1 calls and dispatches for more than 410,000 residents and 14 different Police, Fire and Medical response agencies. In 2017 dispatchers processed approximately 300,000 phone calls.

C-COM encompasses 1,879 square miles from I-5 in Wilsonville to the 11,235 foot summit of Mt. Hood.

C-COM provides 9-1-1 emergency and non-emergency call taking service to the public. C-COM also provides radio dispatch services to six law enforcement agencies and eight fire districts and departments. The department is funded through both user agencies and the Oregon excise tax.

Our core values are:

- SERVICE
- RESPECT
- TRUST
- UNDERSTANDING

To apply and for more information, review the online job posting at: www.clackamas.us/des/ and click on the "Jobs" tab.