

Job Description

Job Title Director, Department of Communications (C-COM)

Job ID 104591

Location Oregon City, Oregon

Full/Part Time Full-Time

Regular/Temporary Regular

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CLOSE DATE

This position will remain open until filled. The first resume review will be June 18, 2018. We reserve the right to close this recruitment at any time without notice.

IMPORTANT INFORMATION

This position requires a complete Statement of Personal History (SPH). Only the most competitive candidates will need to submit the SPH. Selected candidates will receive instructions from the Department of Human Resources on how to access and complete the SPH AFTER the recruitment has closed. The SPH is due 10 calendar days AFTER you have been notified that you are moving forward in the process.

JOB INTRODUCTION

If you are looking for an outstanding opportunity to make a difference while enjoying an exceptional quality of life, Clackamas County is the place for you!

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?

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.

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.

The successful candidate for this position will embrace and embody Clackamas County "SPIRIT" by demonstrating a commitment to the Clackamas County core values of Service, Professionalism, Integrity, Respect, Individual Accountability, and Trust in their work (Clackamas County Core Values).

Required Minimum Qualification/Transferable Skills*:

- At least five (5) years of increasingly responsible public safety and leadership experience, including experience in a multi-disciplined emergency communications agency responsible for 9-1-1 call processing and law enforcement, fire, and emergency medical dispatching
- Experience participating in budget development, implementation, administration and management
- Thorough knowledge of federal, state, and local statutes, laws, rules, and regulations regarding the licensing and operation of emergency communications and criminal information network
- Knowledge of public funding sources and/or financing methods
- Excellent written, verbal, and interpersonal communication skills
- Must be available for 24-hour on-call response to emergency situations
- Must be able to attend frequent meetings away from the center
- Must successfully pass an extensive background investigation including national fingerprint records check
- Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment. Specific information on the County's driving policy can be found at [Driving and Vehicle Policy \(EPP 52\)](#).

Preferred Special Qualifications/Transferable Skills*:

- Professional certification from APCO as a Registered Public-Safety Leader (RPL) or Certified Public Safety Executive (CPE), NENA's Emergency Number Profession (ENP) or Certified Emergency Manager (CEM).
- Experience planning, organizing, and directing the operation of an emergency communications center
- Knowledge of grant funding, administration, and/or management
- Knowledge of Oregon 911 tax funds
- Experience with public sector collective bargaining in Oregon and knowledge of the Public Employees Collective Bargaining Act

** For Veterans qualified for Veteran's Preference: if you believe you have skills that would transfer well to this position and/or special qualifications that relate to this position, please list those skills and/or qualifications in the open-ended question at the end of the application and explain how those skills and/or qualifications relate to this position.*

ABOUT THE POSITION

The C-COM Director oversees the central dispatch center for multiple user agencies throughout the service areas of the County. The Center provides 24-hour primary call answering and dispatch for law enforcement, fire, and emergency medical services.

The C-COM Director is responsible for planning, coordinating, evaluating, and administering all services provided by the center. The Communications Director reports to the County Administrator and receives policy formulation guidance and budget advice from a Member Board.

The Director of C-COM also participates as a member of the County's Executive Management Team to facilitate effective and quality service delivery in all County programs.

This position demands a strong knowledge of public administration and the ability to operate and enjoy working in a political environment. The Director must be a leader with strong interpersonal skills and bring a problem solving, yet collaborative, approach to the job as well as a passionate commitment to serving and inspiring C-COM staff. The selected candidate must be able to think strategically and support the staff in at the operational level with a clear service delivery strategy. The Director must excel in creating and sharing a vision of the future with C-COM and County staff, elected officials, member agencies, public and private groups.

The ideal candidate will bring an understanding and knowledge of managing in a public sector union environment including knowledge of labor relations, collective bargaining, and employee relations. The C-COM Director must possess organizational acumen to interact effectively with all levels of the organization and respond appropriately to the situation.

The successful candidate should be an experienced practitioner of strategic planning and able to work on high profile issues involving the delivery of comprehensive emergency dispatch programs in alignment with the strategic goals of the County and Member Board.

The chosen candidate will demonstrate political astuteness while remaining apolitical. The most competitive candidate will have extensive knowledge of public policy and decision making processes. The candidate should also be well versed in the principles, methods, techniques and trends of emergency dispatch and actively employ the principles and techniques of group dynamics and group decision-making. The chosen candidate must have a strong, can-do work ethic and be capable of managing multiple tasks.

The candidate must be able to work effectively and successfully with the County Administrator, the five-member elected Board of County Commissioners, other elected officials, member agencies, State and local officials, and members of the community. The Director may represent Clackamas County through participation in national, regional, state and municipal organizations, and/or commissions and task forces.

The skills important to this position include innovative and creative thinking, strategic planning, coaching, facilitation, participative management and the ability to learn fast. We are looking for someone with excellent communication skills who will work with member agencies providing connection and collaboration throughout C-COM's areas being served.

All these traits contribute to a competitive candidate for this challenging and exciting opportunity.

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

This is a great time for a seasoned professional to join the department. C-COM will need to address short term and long term staffing needs, planning for and transitioning to a new facility, and handle the changing technologies of modern emergency dispatching.

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. The position is employed "at will" under employment contract with the County Administrator.

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) with the understanding that flexibility is required when necessary. Specific hours of work will be discussed with the candidate selected for this position at the time an offer of employment is extended.

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

Health Plan Options: Full-time employees become eligible for benefits after two months of continuous employment. 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.

The flexible benefits program offers:

- A Choice of Medical Plans with Vision and Prescription Drug Coverage
- Chiropractic Coverage and Alternative Care Benefit
- A Choice of Dental Plans
- Wellness and Employee Assistance Program
- Paid Leave:
 - Vacation: 192 hours per year with the ability to sell-back 40 hours of vacation per year.
 - Personal: 10 hours per year
 - Holidays: 9 days (90 hours) per year
 - Sick Leave: 92 hours per year
 - Group Term Life Insurance
- Long-Term Disability Insurance with Optional Salary Buy-Up Program
- A Choice of Reduced Benefits (Medical, Dental and Group Term Life) with Flex Cash
- Health Care Flexible Spending Account (FSA)
- Dependent Care Flexible Spending Account (FSA)
- Health Reimbursement Accounts (HSA)
- Optional Group Universal Life Insurance
- Optional Accidental Death & Dismemberment (AD&D) Insurance
- Optional Long Term Care Insurance
- Optional Voluntary Benefits through AFLAC, Liberty Mutual and Hyatt Legal
- Retirement: PERS/OPSRP Retirement Contributions
- Executive level employees and Sheriff's Command Staff receive County-paid contribution of 6.27% of base salary into deferred compensation (457)
- Optional Employee Contribution into Deferred Compensation (457)
- Longevity Pay

More information about employee benefits is available at [Nonrepresented Group 1 Fulltime Employee Benefits](#)

RESPONSIBILITIES

The C-COM Director develops, recommends, and implements new and revised policies, goals, and objectives for the department as well as responding to service and member agencies' needs related to policy, procedure, and technical issues. The director will also develop, negotiate and administer interagency agreements and service delivery contracts and ensures operations are in compliance with federal, state, and county rules and regulations. The incumbent will also ensure the conditions of user service agreements are met.

The Director prepares and administers annual and supplemental budgets and presents budget proposals to County Administrator, the User Member Board, and the County Budget Committee which includes the County Commissioners and community members. This includes monitoring revenues and expenditures and

researching alternative funding sources. The C-COM Director presents monthly reports for user agencies and the County Administrator providing current budget status, performance measures, staffing and other general information. The Director also evaluates and responds to formal and informal complaints from employees, citizens and other government agencies.

The person selected will be responsible for hiring and supervising the supervisory, technical, and administrative staff of C-COM to ensure quality service to citizens, member agencies, and county staff. This includes preparing performance evaluations, recommending and implementing disciplinary actions, and conducting and/or facilitating staff trainings and development. This may also include providing administrative and technical direction regarding sensitive issues which could subject C-COM and the county to significant liability.

The C-COM Director responds to citizen concerns regarding program operations, conducts public awareness and educational programs to disseminate information about 9-1-1 public safety communications, and delivers presentations to community and other interested groups.

Participates as a member of the County's Executive Management Team to facilitate effective and quality service delivery in all County programs.

This position directs the analysis of legislative and administrative actions which affect C-COM operations. The Director participates in national, state, regional, and local organizations, task forces, and groups to promote and coordinate public safety communications services. The C-COM Director represents Clackamas County and member agencies in drafting, introducing, advocating, and testifying on related legislation.

EXPLORE CLACKAMAS COUNTY

Clackamas County is in a prime location in the Portland, Oregon metropolitan area and is recognized nationally as one of the most livable areas in the United States. Located on the southern edge of the City of Portland and extending to the top of Mt. Hood, Clackamas County is part of a thriving region in the Northwest. Clackamas County is a great place to live, work and play!

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.

- [Explore Clackamas County](#)
 - [Clackamas County Core Values](#)
 - [Working for Clackamas County](#)
 - [Recreation, Arts & Heritage](#)
 - [Equity, Diversity and Inclusion](#)
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APPLICATION PROCESS

Clackamas County only accepts online applications.

Help With Your Application:

- [Application Process](#)
- [Browser and Operating System Hints](#)
- [Frequently Asked Questions](#)

If you have any questions or issues you may contact the Department of Human Resources at 503-655-8459 or [e-mail us](#). Our office hours are Monday - Thursday 7:00 a.m. - 6:00 p.m. Pacific Time (closed on Fridays).

HOW TO CLAIM VETERAN'S PREFERENCE

- [Request Veterans' Preference](#)
 - [Learn more about the County's Veterans' Preference](#)
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VISA SPONSORSHIP

Clackamas County does not offer visa sponsorships. Within three days of hire, applicants will be required to complete an I-9 and confirm authorization to work in the United States.

EQUAL EMPLOYMENT OPPORTUNITY

Clackamas County is an Equal Opportunity Employer. We value diversity, equity, 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.

If you wish to identify yourself as a qualified person with a disability under the Americans with Disabilities Act and would like to request an accommodation, please address the request to the Department of Human Resources prior to the recruitment close date. You may request an accommodation during the online application process.

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