

EMERGENCY COMMUNICATIONS AND POLICY DIRECTOR

Recruitment #1602-5120-001

List Type Exempt

Requesting Department DEPARTMENT OF ADMINISTRATION

Open Date 2/16/2016

Filing Deadline 3/4/2016 11:59:00 PM

HR Analyst Jeff Harvey

INTRODUCTION

THIS POSITION IS EXEMPT FROM CIVIL SERVICE

PURPOSE

The Emergency Communications and Policy Director will advance enterprise wide emergency communications through the development and implementation of strategic plans that define and establish an optimal organizational structure and facilitate the consolidation of critical emergency and citywide communications systems. In addition, the Emergency Communications Planning and Policy Director will oversee the operations and maintenance of radios, and 911 dispatch centers and create and administer a new governance committee.

ESSENTIAL FUNCTIONS

- Develop and implement multi-year strategic plan for citywide consolidation of emergency communications, radio system, 911, dispatch, homeland security and citywide call center.
- Oversee the operation of citywide emergency and communications activities through the development, administration and implementation of policies, rules, standards of operation, budget plans, information technology, strategic planning and goal setting.
- Oversee policy and budget decisions for the City's emergency communications.
- Work closely with MPD, MFD, and DPW to advance strategic goals and objectives related to emergency and communications systems.
- Develop and administer City emergency communications governance committee.
- Ensure compliance of federal, state and local laws, codes and regulations.
- Research and monitor national trends in emergency communications.
- Continually evaluate the City's emergency communications systems and report to the Council and Mayor on the City's current and future needs.
- Establish and cultivate critical relationships with representatives of City departments and relevant external agencies to aid in advancing strategic plans.
- Prepare specifications for the purchase of communications equipment, evaluate bids from vendors and supervise contractors providing services related to design, installation and maintenance of emergency communications equipment.
- Research and apply for grants to support emergency communications.
- Serve as the City's liaison and primary contact for external agencies and intergovernmental committees in addressing inquiries and discussions related to the City's emergency communications systems, polices, and procedures.

MINIMUM REQUIREMENTS

1. Bachelor's Degree in Police Science, Criminal Justice, or Computer Science or related field from and accredited college or university.
2. Five years of management experience working in emergency communications operations.
 - *Note: Equivalent combinations of education and experience may also be considered.*
3. Valid Driver's License at time of appointment and throughout employment.

DESIRABLE QUALIFICATIONS

- Emergency communications or homeland security certifications desirable.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

- Knowledge of police, fire and emergency communication protocols and trends.
- Knowledge of emergency communications systems such as Harris Corporation radio system, Sentinel CM by Cassidian-Airbus 911 system, xCAD by Archonix Securus for Fire, and TriTech Technologies.
- Knowledge of the operation of computer-aided dispatch communications equipment including telephone and radio systems.
- Ability to develop and manage an emergency and citywide communications systems governance structure.
- Ability to develop budgets and establish policies and procedures related to emergency communications and major incidents.
- Ability to actively listen and communicate orally and in writing with diverse groups of people including co-workers, city managers, personnel from other city departments, vendors, contractors, customers, elected officials and representatives from other government agencies.
- Ability to orally discuss technical, information technology topics with both technical and non-technical personnel to support department functions and objectives.
- Ability to establish effective relationships with City managers and other government and elected officials.
- Ability to operate computer hardware and software to accurately enter information, respond to email, analyze data, create reports and maintain databases, especially using Microsoft Office Suite software including Access, Excel, Outlook, and Word.
- Ability to oversee and guide a large-scale change management process, by translating abstract, high-level, strategic concepts into workable plans of action.
- Ability to exercise tact and diplomacy in resolving challenging situations.

CURRENT SALARY

The starting salary (PR 2NX) for City of Milwaukee residents is \$80,442 and for non-residents is \$78,469. Appointment up to \$99,753 for residents or \$97,306 for non-residents is possible based on qualifications and experience.

SELECTION PROCESS

Screening for this position will be based on an evaluation of each applicant's education, experience, and professional accomplishments, which should be detailed in a cover letter and resume. The City of Milwaukee reserves the right to invite only the most qualified applicants to participate in the selection process.

Send or email resume and cover letter by **Friday, March 4, 2016** to:

Jeff Harvey
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200 East Wells Street, Room 706, Milwaukee, WI 53202-3554
jharvey@milwaukee.gov
www.milwaukee.gov/jobs