



CITY OF BELLINGHAM  
invites applications for the position of:

## What-Comm 911 Communications Center Deputy Director

**SALARY:** \$6,822.00 - \$8,292.00 Monthly  
\$81,864.00 - \$99,504.00 Annually

**OPENING DATE:** 04/11/14

**CLOSING DATE:** 05/09/14 05:00 PM

**NATURE OF WORK:**

[This position is pending City Council approval which is expected by May.](#)

**JOB SUMMARY:**

This position manages, administers and directs the activities, programs and operations of the What-Comm 911 Communications Center. This position researches, develops, implements and oversees the programs, policies, procedures and services at the Center, ensuring the highest service standards to the public and user agencies. This position also includes direct supervisory duties over the What-Comm staff, including Dispatchers, Accounting Technician GIS (Geographic Information Systems) Analyst, and Technical Support/Applications Support Specialist. Manages the Center's overall annual budget and assists in the preparation, oversight and presentation to the What-Comm Administrative Board for final approval. Researches and recommends equipment and technology replacements and upgrades to maintain efficiency standards.

**SUPERVISORY RELATIONSHIP:**

This position reports directly to the What-Comm Director (Deputy Police Chief). Works in collaboration with the Division Chief of the Prospect Communications Center (Fire/EMS dispatch), and works with the What-Comm Administrative Board composed of elected officials from various City, County, and other governmental entities. Directly supervises employees of the What-Comm Communications Center and may be aided by first-line supervisors and/or lead workers.

**ESSENTIAL FUNCTIONS OF THE JOB:**

1. Plans, organizes and directs the activities of the What-Comm Communications Center and its telecommunication facilities, programs, equipment and personnel. Develops, implements, monitors and evaluates the effectiveness of short and long term goals and programs. Develops and effectively implements necessary changes.
2. Leads and directs the What-Comm management team. Supervises, organizes, disciplines, evaluates and oversees Center personnel. Oversees the training and scheduling of personnel. May assist in the selection of new employees in conjunction with the police department's Office of Professional Responsibility. Collaborates with Center Director and Human Resources to manage and enforce labor contract and negotiations of new contracts.
3. Performs administrative duties such as planning, budget preparation, updating/creating policies/procedures. Oversees the proper billing of user agencies. Maintains appropriate reports, correspondence, and records.
4. Fosters a service-oriented and cooperative attitude among staff to ensure coordination of efforts, efficient and intelligent use of resources. Conducts staff meetings. Promote staff's recommendation of improvement ideas. Oversees investigation of complaints, questions and inquiries.
5. Ensures that the Center is in a state of perpetual readiness through regular testing, exercise and maintenance programs. Oversees both technical and operational problem-solving of equipment. Ensures that all systems, programs and equipment are maintained in a good state of repair and meet the user agency's needs in the most economical manner consistent with the budget, technical practices, operational procedures, and governing laws and regulations. Recommends appropriate changes to Center Director.
6. Develops appropriate long-range plans, including strategic capital improvements, staffing and

other matters. Prepares specifications for the purchase of telecommunications equipment and maintenance contracts. Ensures proper management of CAD program to include purchases, upgrades and coordinates efforts with hardware/software vendors.

7. Develops and maintains excellent working relationships with Administrative Board members, personnel, user agencies, the media, other community stakeholders, and the public. Works with the Director in developing reports to the Administrative Board on outstanding issues of strategic planning and financial impacts to the Center and/or User Agencies.
8. Assists in the preparation of the Center's budget and its presentation to the Administrative Board for final approval. Works with Director as liaison to user agencies, elected and appointed officials of local governments, representing the program in meetings with other agencies, locally and regionally. May participate in public hearings concerning Center Operations/needs.
9. Represents Center's interests with local, state, and national 911 technical organizations and association meetings.
10. Responsible for public relations by overseeing community education and performing public information tasks as need/demand arises.
11. Responsible for ensuring proper collection of evidentiary recordings of 911 calls and testimony in court to authenticate taped incidents and other matters involving the center.

#### **ADDITIONAL WORK PERFORMED:**

- Performs other related duties within scope of the classification.

#### **WORKING ENVIRONMENT:**

Work is generally performed in a secured office environment with travel to meeting locations, within and outside the County and State. May be required to attend early morning, evening or weekend meetings. May be required to carry a cellular telephone. In emergency situations, must have access to an operating vehicle or access to guaranteed, reliable transportation at all times.

#### **EXPERIENCE AND TRAINING:**

- Bachelor's Degree in Criminal Justice, Communications, Business Administration, Emergency Management, Public Administration, Political Science or related field required; Master's Degree preferred.
- Four years of experience in a countywide 911 Center with administrative and supervisory responsibility of combined call-receiving, police and fire dispatching, including responsibility for compliance with applicable local, state and federal laws, regulations and mandates.
- Experience with issues surrounding the consolidation of 911 Centers preferred.
- A combination of experience and training that provides the applicant with the knowledge and skills to perform the job will be considered.

#### **NECESSARY SPECIAL REQUIREMENTS:**

- Must pass a Police criminal convictions records check, background investigation, pre-employment drug test, psychological exam, and polygraph exam prior to hire.
- Valid Washington State driver's license and good driving record. Candidate considered for hire must submit an abstract of his/her driving records for the past three-years; with biennial submission of driving abstract to department per City Policy (Policy ADM 10.03.02.4).
- Adaptability and flexibility to accept schedule changes as necessary, and willingness to accept "call out" status for emergency situations.

#### **SELECTION PROCESS:**

As part of your application, please submit a cover letter addressing these questions.

- What experiences, skills and traits qualify you for this position?
- Why does the City of Bellingham's mission and service to the community appeal to you?

Applications are initially reviewed for minimum qualifications and a standard degree of completeness. Candidates must provide specific, detailed information so an initial determination can be made regarding your level of qualifications for this position. This includes completing all application fields and supplemental materials. If you do not provide adequate responses in your application materials to determine qualifications, the application will be rejected as "reviewed, not selected for additional assessment".

**Application Review and Supplemental Questionnaire:** The Application and Supplemental Questionnaire of those who meet the basic requirements will be reviewed. Applicants will be notified of their status around **May 12, 2014** .

**Skype Interviews:** The most qualified candidates based on the Supplemental Questionnaire will be invited to participate in Skype Interviews, tentatively scheduled for **May 22 & 23, 2014** .

**Final Interviews:** The most qualified candidates based on the Skype interviews will be invited to participate in the final selection process in Bellingham. The final process is tentatively scheduled for **June 10, 2014** .

**Start Date:** It is anticipated the successful candidate will start as early as July 1, 2014, but no later than August 1, 2014.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.cob.org/employment>

Position #14-WhatCommDD  
WHAT-COMM 911 COMMUNICATIONS CENTER DEPUTY DIRECTOR  
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210 Lottie Street  
Bellingham, WA 98225  
360-778-8228

[hr@cob.org](mailto:hr@cob.org)

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### What-Comm 911 Communications Center Deputy Director Supplemental Questionnaire

- \* 1. As part of your application, please submit a cover letter addressing these questions.

What experiences, skills and traits qualify you for this position? Why does the City of Bellingham's mission and service to the community appeal to you?

Have you attached your cover letter?

- Yes, my cover letter is attached for your review.  
 No, my cover letter is not attached. I understand I will not be considered for employment.

- \* 2. As part of the application, please attach your resume. Have you attached your resume?

- Yes  
 No

- \* 3. Do you have a Bachelor's Degree in criminal justice, communications, business administration, emergency management, public administration, political science or related field?

- Yes  
 No

- \* 4. Do you have four years of experience in a countywide 911 Center with administrative and supervisory responsibility?

- Yes  
 No

- \* 5. Do you have experience in a combined call-receiving, police and fire dispatching center that included compliance with applicable local, state and federal laws, regulations and mandates?

- Yes  
 No

6. Or In place of the above requirements, do you have a combination of relevant education and experience that provides you with the required knowledge, skill and ability to be considered? If yes, please briefly describe.

- \* 7. Are you willing to submit to a criminal convictions background check, local background check and police security clearance including polygraph examination and psychological exam prior to hire?

- Yes  
 No

- \* 8. Do you have a valid Washington State driver's license or the ability to obtain one by time of hire and a good driving record? The successful candidate must submit a three-year driving record abstract prior to hire, with periodic submission of driving abstract per City policy.
  - Yes
  - No
- \* 9. Are you willing and able to accept schedule changes as necessary, and willing to accept "call out" status for emergency situations?
  - Yes
  - No
- \* 10. Describe your experience in organizational strategic planning and budgeting.
- \* 11. Describe your experience developing, updating and implementing operating procedures and management policies.
- \* 12. Describe your supervisory experience in telecommunications. Include a brief description of your supervisory style.
- \* 13. Describe your experience in leading "labor management teams" or other work-groups that focus on labor relations.
- \* 14. Describe telecommunications capital projects in which you have been involved. Include your role in the project and lessons learned from the experience.
- \* 15. What has been your role, if any, on any state or national 911 panels or advisory committees? Please describe your role and duties/involvement.
  
- \* Required Question