

Director, Communications Division (Manager II, Grade M2)

Department of Police – Gaithersburg, Maryland

\$105,649.00 - \$186,583.00 Annually

WHO WE ARE

The Montgomery County Police Department (MCPD) is made up of approximately 1,300 sworn officers and approximately 650 support personnel. The Police Department was established in 1922, and today is responsible for providing service to a County with a population of over one million people.

WHO WE ARE LOOKING FOR

We are seeking an experienced and strategic leader for the role of Manager 2. Director for our Communications Division within the Montgomery County Police Department. The ideal candidate will possess extensive experience in a 9-1-1 Emergency Communications Center that provides services for police, fire, and medical call take and dispatch services. Experience in managing a large communications center that is staffed with professional staff that may or may not be represented by a Union.

In the highest responsible role within the Communications Division collaborating closely with Executive Management within the Montgomery County Police Department. Your primary responsibilities will include overseeing the department communications center, which involves, policy making; budgeting; staffing, resourcing allocation, and engagement in the 9-1-1 industry.

Your role will involve:

- Reviewing work plans of subordinate supervisors and monitor their performance to ensure that call taking and dispatching services are performed effectively, monitoring that adequate staffing coverage is provided for a continuous 24/7 emergency operation, and effectively managing the use of overtime to maintain continuous basic services.
- Providing supervision and direction to the SOP/Accreditation Manager and ensure updates of policies and procedures and ensure accreditation standards are met. Providing supervision and direction to the Technology Manager and ensuring technological advancement are in support of 9-1-1 industry standards and best practice.
- Reviewing staff proficiency levels with supervisors and managers to identify problem areas, and direct organizational changes/plans as needed for improvement. Providing supervision and direction to the Training Manager and overseeing the development and implementation of the training program; the Quality Assurance Manager and ensuring completion of recording and compliance through the structured Quality Assurance/Quality Improvement Program.
- Providing supervision and direction to the Social Worker and ensuring best practice for employee well-being and resilience are met.
- Providing supervision and direction to the Administrative Specialists and ensuring work performed by each employee pertaining to budget, facility, and other administrative tasks are met.
- Directing the development, promulgation and implementation of policies related to the operation of the County 9-1-1 system, police and fire dispatch protocols and interagency operations and memoranda of understanding.
- Developing and managing long-range strategic plans for the Departments public safety emergency communications system. This includes analysis and evaluation of 9-1-1 telephony,

CAD/ACD, CAD2CAD, Multi-Media, translation services, Public Safety radio system, mobile data messaging system, telephone reporting system, and 311 service for the County.

- Meeting with County managers and officials, State of Maryland 9-1-1 Board officials, other 9-1-1 officials/leaders to present and resolve important emergency communications issues and/or to request additional resources; to resolving complex operational problems; meeting with union representatives and other interest groups to achieve consensus and problem resolution in significant personnel/program areas.
- Administrating disciplinary process, attending regional, state, county, and departmental meetings, and performing special projects and assignments as directed.

Experience: Requires seven (7) years of progressively responsible professional experience in public safety operations management or public safety 911 communications operations, three (3) years of which must have been in a supervisory or executive capacity.

Education: Graduation from an accredited college or university with a bachelor's Degree in Business or Public Administration or a related field.

Equivalency: An equivalent combination of education and experience may be substituted. *Note: The term "executive" is further defined as a high echelon or high level position in an organization that is assigned technical research, management advisory services responsibilities, or policy-making duties and responsibilities that exerts considerable influence on organizational policy, plans, and operations through research, management advisory services, and/or policy-making duties and responsibilities (e.g., County positions at Grade 30 or above).*

1. Experience monitoring and managing current issues and trends affecting operation of a large 9-1-1 Public Safety Answering Point and public safety dispatch center, including 9-1-1 telephone systems, including Next Generation, Computer Aided Dispatch (CAD) system, public safety radio system and associated ancillary systems.
2. Experience with employee recruitment, hiring, training and retention in high turnover environments.
3. Experience in program planning, policy development and implementation and contract management for a major organizational unit.
4. Experience drafting and implementing standards and regulations affecting the operation of an Emergency Communications Center.
5. Experience in managing a large organization under a labor/management collective bargaining agreement.

TO Apply - <https://www.governmentjobs.com/careers/montgomerycountymd>