

FIRE DEPARTMENT  
SANTA CLARA COUNTY

**DIRECTOR OF COUNTY COMMUNICATIONS**

DEFINITION

Subject to administrative determination of policy, to plan, organize and direct the activities of the Communications Center of the County of Santa Clara. This is an executive management position which is responsible for the administration and management of County communications functions which include 9-1-1 telephone answering and emergency radio dispatching for police, fire and emergency paramedic services.

DISTINGUISHING CHARACTERISTICS

The Director of County Communications is distinguished from the lower administrative classification of Deputy Director of County Communications in that the latter manages the Communications Center, the supervisors and their functions, and acts as second-in-command of the Communications Center.

EXAMPLE OF DUTIES

Duties may include, but are not limited to the following:

- Plan, organize, direct, coordinate and manage the activities, functions and staff of the Communications Center.
- Provide leadership in the development and implementation of programs, policies and procedures relating to all phases of an integrated emergency resources communication system.
- Provide general supervision of and review work completed by the Deputy Director of County Communications and reporting staff.
- Act in a liaison/coordinator role in working with local and regional agencies on the assignment and coordination of radio frequencies with the Federal Communications Commission.
- Develop and implement departmental policies, procedures, and regulations.
- Ensure compliance with laws, regulations, and policies pertaining to the Communications Center.
- Coordinate the Communication Center's operational and technical procedures with appropriate agencies, committees and groups.
- Establish and maintain effective working relationships with staff, other public agencies, community organizations and the general public.
- Select personnel and evaluates their performance in meeting program goals and objectives. Conduct investigation and applies disciplinary actions as needed.

EXAMPLES OF DUTIES (continued)

- Review and analyze legislation affecting public safety communication systems and evaluate the impact on the Communications Center and to the County.
- Develop and review of the Department's budget; identify operational problems; and make decisions on revenue solutions and strategies.
- Represent the County and Communications Center in dealing with other departments, local agencies, employee representatives and community groups.
- May be assigned Disaster Service Worker responsibilities as needed.
- Perform other duties as assigned.

EMPLOYMENT STANDARDS

Considerable education, training and experience which would demonstrate the ability to perform the above management responsibilities and possession of the following knowledge and abilities.

A candidate would typically acquire the knowledge and abilities listed below by attainment of a bachelor's degree in communications management, communications engineering, telecommunication technology, management information systems, public or business administration or a closely related field, and three (3) years of administrative or managerial experience in a medium to large-sized organization.

Highly Desirable: Experience in dispatch and operations of an emergency communications center.

Knowledge Of:

- Principles and practices of public administration, budgeting and personnel management and supervision.
- Principles, practice, terminology and management of public safety electronic communication systems
- Current trends and developments in the field of public safety communications systems.
- Regulatory agencies, laws and regulations that pertains to a public emergency communications agency.
- Complex computer, radio, and telephone systems relating to public safety dispatching.
- Principles of management analysis and organizational design necessary to formulate and implement administrative policy.
- Relationships of communication processes to the performance levels of other departments and agencies.

Ability To:

- Effectively plan, organize, staff, coordinate, direct and manage the activities, functions of a large technical staff engaged in diverse communications activities.
- Establish and implement new or revised policies and procedures.
- Interpret and apply the laws, rules and regulations of the Federal Communications Commission.
- Provide effective leadership
- Perform analysis and problem solving
- Exercise sound judgment and make decisions.
- Effectively communicate in both written and oral form.
- Demonstrate sensitivity to the ethnic and cultural diversity of County of Santa Clara.
- Represent the Department effectively on a variety of matters with other agencies and departments.
- Speak with the media and other public forums about the Department's goals and mission.
- Establish and maintain effective working relationships with representatives of federal, state and local agencies, other departments and the general public.

Working Conditions/Physical Demands: While performing the duties of this job, the incumbent is regularly required to talk or hear. The incumbent is required to frequently sit, stand, walk; hand dexterity with ability to use tools or controls; operate a computer; reach with hands and arms; climb or balance; and stoop, kneel or crouch. The incumbent may occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus. Clear, understandable speech is required. Assignments may include serving as part of an emergency operations management team which may require working outside normal business hours including periods of extended duration, nights and weekends and/or traveling and representing the County and the Department at state and federal emergency management meetings or related events.

Required License: Possession of a valid state of California driver's license.

Pre-Employment Conditions: The candidate must complete and pass a background check, Live Scan fingerprint, Santa Clara County Office of the Sheriff Security Clearance and psychological evaluation, and complete a medical examination.