

August 27, 2018

Posting for Deputy Director, Nashoba Valley Regional Dispatch District

Position:

Full-time Deputy Director

The Nashoba Valley Regional Dispatch District (NVRDD) is hiring (1) one Full-time Deputy Director

Job Summary/Duties and Responsibilities:

The Deputy Director will be tasked with overseeing the operation of the Nashoba Valley Regional Emergency Communications Center (NVRECC). This senior management position will provide guidance and oversight to the operation through strategic planning and general management of the NVRECC. This position will assist the Executive Director who is responsible for the overall leadership and administration of the RECC, including but not limited to supervising, strategic planning, budgeting and public relations. The Deputy Director will be responsible for the day to day operations of the NVRECC while maintaining open lines of communications with the Executive Director. The Deputy Director may be required to work outside of common business hours and to report for work during significant events, and emergencies.

The Deputy Director will be asked to exercise independent judgement, recommend rules, regulations, policies and procedures for assigned areas as well as work to establish long and short term goals and objectives for all NVRDD employees. The Deputy Director will perform other related duties such as overseeing the training and EMD QA programs.

Duties and Job Responsibilities:

The duties listed below are only intended as illustrations of the various types of work that may be performed. The omission of specific duties or responsibilities does not exclude them from the position if the work is similar, related or an assignment for this position.

- Manage the day to day operations of the NVRECC
- Assess training needs, conduct training, coordinate training by others, and provide direction to subordinates.
- Maintain full knowledge and certifications required for public safety dispatch and confirm up-to-date certifications are held by subordinates
- Manage the agency EMD QA program and perform QA/QI functions

- Perform a variety of administrative support services such as compiling payroll information, scheduling, and record keeping
- Perform supervision over all supervisors and staff.
- Deliver instructions regarding work assignments and assist with performance review to determine effectiveness
- Monitor attendance for punctuality and regularity
- Ensure that all messages for participating communities are being processed according to department policy
- Maintain complete and accurate records of messages; complaints and information received and transmitted. Notify the Executive Director of any and all complaints
- Manage the day to day operations of the NVRECC
- Perform other related work that will be assigned by the Executive Director.

Qualifications:

The attributes listed below are representative of the knowledge, skill, and/or the abilities required to successfully complete the daily job requirements of the position of Deputy Director

- Knowledge of state and local laws, rules, regulations, policies, procedures, etc. governing 9-1-1 PSAPs, regional emergency communications centers (RECCs), and regional dispatch districts
- Must obtain within twelve (12) months, and maintain, all certifications and position training/skill requirements as directed by the Executive Director including state NG911 certification and EMD
- Ability to collaborate with other agency and town officials
- Ability to maintain accurate records
- Ability to foster a positive work environment
- Fully competent with the use of Microsoft Office Word, Outlook, Excel, and PowerPoint
- Knowledge of CAD systems, especially IMC
- Ability to obtain LEAPS/CJIS certification
- Must possess a valid Massachusetts Driver's License
- Ability to speak English clearly
- Ability to manage/lead employees
- Ability to problem solve
- Ability to delegate tasks efficiently
- Ability to represent the district in an official capacity in the absence of the Executive Director
- Ability to teach
- Ability to motivate
- Ability to multitask
- Ability to work independently
- Ability to work with others

- Ability to work effectively with the general public

Minimum Job/Education Requirements:

An undergraduate or graduate degree in Emergency Management, Public Safety Telecommunications, Business or Public Administration or closely related field is required. A minimum of eight (8) years public safety dispatch experience with at least three (3) years of relevant managerial/supervisory experience is required for this position.

Operational experience in a multi-position 9-1-1 PSAP or regional emergency communications center is preferred. Experience in grant administration and application processes and demonstrated experience in managing budgets and projects is desirable. Experience or other qualifications that demonstrate strong decision making skills, excellent interpersonal communications and conflict resolution skills will be individually evaluated.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential job functions of the job.

- Must be able to perform tasks which involve the ability to exert light to moderate physical effort in sedentary to light work on a daily basis.
 - Tasks involve extended periods of time at a desk or workstation.

Work Environment:

The work environment characteristics describes here are representative of those an employee encounters while performing the essential functions of this position.

- Office work environment
- Some travel may be required

Posting Timeline:

The posting period for this position will expire on October 15, 2018 or until the position is filled.

Salary and Benefits:

Salary – \$65,000.00 to \$71,400.00 depending on qualifications

Position – Non-union, Administrative position

Benefits – Vacation Time, Personnel Time, Sick Time, Medical, Dental, Disability, and Life

To Apply:

Please submit a cover letter and resume by email to ross.klun@nvrdd.us or by mail to:

Nashoba Valley Regional Dispatch District
Attn: Executive Director
PO Box 2171
270 Barnum Road
Devens MA, 01434

The Nashoba Valley Regional Dispatch District is an EOE.