



ST. MARY'S COUNTY GOVERNMENT VACANCY ANNOUNCEMENT

POSITION: Chief of Communications - C10 - \$64,501 - \$71,198, (B.O.E)
+ FRINGE BENEFITS

DEPARTMENT: Emergency Services

OPENING DATE: 06-20-18 **CLOSING DATE:** 07-11-18

MINIMUM QUALIFICATIONS:

Education: Bachelor's Degree

Experience: Seven years or more of related professional experience, or additional education in a specialized area, experience managing a Public Safety Access Point (PSAP) preferred.

Note: Any equivalent combination of acceptable education and experience which has provided the knowledge, skills and abilities cited below may be considered.

ADDITIONAL REQUIREMENTS:

- ◆ Pass extensive background check with favorable results;
- ◆ Negative drug test result from pre-employment drug screen;
- ◆ Valid Driver's License;
- ◆ Successful candidate must provide proof of eligibility to work in the United States prior to employment.

JOB SUMMARY: Responsible for managing the operations of the St. Mary's County Emergency Communications Center. Manages, coordinates, and assesses the work of assigned staff to ensure operations comply with policies and procedures. Recommends policy changes and coordinates improvements that enhance response for allied agencies. Represents the department and communicates goals and objectives with staff and allied agencies; directs all operations, activities, and programs within the communications center; performs other duties as assigned.

DUTIES:

- ◆ Plans, directs, organizes and coordinates programs related to the operations of the County's Emergency Communications Center;
- ◆ Recommends, plans, and implements system/operational improvements and enhancements for the Communications Center;
- ◆ Reviews operations of the Center, establishes and monitors metrics that evaluate the center's performance; takes appropriate actions to correct performance deficiencies and adjusts operations to meet or exceed standards;
- ◆ Ensures training is performed in accordance with approved training plans. Reviews Quality Assurance results that identify training needs to ensure incorporation into the appropriate training plans;
- ◆ Oversees the maintenance on radio equipment and ensures system issues are assigned appropriately for corrective action;
- ◆ Supervises staff; interviews applicants and recommends new hires; counsels employees and recommends disciplinary actions; enforces agency and County policies and procedures.
- ◆ Coordinates programs and activities with allied agencies; reports problems promptly to the Director and/or appropriate allied agencies and takes appropriate corrective action to restore normal operations;

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- ◆ Maintains plans to effectively respond to unexpected situations, operational changes, and emergency situations, and communicates necessary procedural changes (immediate and long-term) to all involved parties to ensure an appropriate departmental response;
- ◆ Analyzes technical performance reports and prepares management reports; collects, analyzes and evaluates data that measures performance and identifies needed improvements;
- ◆ Ensures that the department is operating in compliance with and acts as a liaison between Federal, State, and local governmental agencies whose policies, laws, regulations, and directives impact County operations;
- ◆ Provides budget recommendations on departmental programs, human resources, technological enhancements, and County policies and procedures;
- ◆ Increases professional knowledge through attendance at workshops and conferences, participating in professional associations and activities, and reading professional and local publications;
- ◆ Serve as the Terminal Agency Coordinator for Maryland Electronic Telecommunications Enforcement Resource System (METERS)
- ◆ Performs all other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- ◆ Ability to gain advanced knowledge of St. Mary's County Government policies and procedures;
- ◆ Ability to act as a representative of St. Mary's County Government to the public;
- ◆ Advanced knowledge of the principles, practices, and procedures of administrative management and the operations and activities of the assigned area and the ability to interpret them to the staff and the public;
- ◆ Extensive knowledge of governmental fiscal policies, procedures and legal mandates including the budget process;
- ◆ Extensive knowledge of modern research and investigative techniques and procedures;
- ◆ Extensive knowledge of relevant laws, statutes, and ordinances of the State of Maryland and St. Mary's County;
- ◆ Ability to keep all relevant parties informed of all major issues and programs and to recommend changes as appropriate;
- ◆ Ability to supervise, plan, and coordinate the work of diverse staff in order to accomplish departmental goals and objectives;
- ◆ Ability to review, evaluate, and initiate appropriate action on technical and legal reports, contracts and documents concerning departmental matters;
- ◆ Ability to establish and maintain effective working relationships with county officials, associates, staff, representatives from other agencies and the general public;
- ◆ Ability to operate relevant computer systems including hardware and software, and office machines;
- ◆ Knowledge of National Academy Emergency Medical Dispatch, Emergency Police Dispatch, and Emergency Fire Dispatch applications or related applications;
- ◆ Ability to perform Quality Assurance and Review utilizing National Academy of Emergency Medical Dispatch-Q, Emergency Fire Dispatch-Q, and Emergency Police Dispatch-Q or related application;
- ◆ Ability to obtain and maintain certifications in National Academy of Emergency Medical Dispatch-Q, National Academy of Emergency Fire Dispatch-Q, National Academy of Emergency Police Dispatch-Q and Cardiopulmonary Resuscitation Card (CPR).

PHYSICAL AND ENVIRONMENTAL CONDITIONS:

Work requires light physical effort in the handling of light materials or boxes and tools or equipment in non-strenuous work positions up to 30 pounds and/or continual standing or walking of 60%/+ of the time.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g., use of safe work place practices with office equipment, and/or avoidance of trips and falls.

COMPENSATION/BENEFITS:

Hiring Salary: \$64,501 - \$71,198 (B.O.E) annually

FLSA: Exempt

St. Mary's County Government offers a complete benefits package including medical, dental, vision, life insurance and long-term disability. We offer a 457 deferred compensation plan, employee assistance program, and education reimbursement. All employees are required to participate in the Maryland State Pension and Retirement System (SRPS).

SELECTION PROCEDURE: Applications will be screened for those who meet job requirements and have related experience. Selected applicants will be invited for an interview. All candidates will be notified of their selection or non-selection for interview.

TO APPLY: A 2008 ST. MARY'S COUNTY GOVERNMENT APPLICATION IS REQUIRED.

Applications are available at:

Governmental Center, Potomac Building

Third Floor, Dept. of Human Resources

23115 Leonard Hall Drive, Leonardtown, MD

Phone: 301-475-4200 Extension: *1100 Fax: 301-475-4082

Jobs Line: 301-475-4200 Extension: *1109

Email: smchr@stmarysmd.com Website: www.stmarysmd.com

Must press the * key before the extension

ACCESSIBILITY NOTICE: If you need a reasonable accommodation for any part of the employment process due to a physical or mental disability, please contact the Department of Human Resources: smchr@stmarysmd.com or (301) 475-4200, Extension: *1100.

APPLY NOW - <http://www.stmarysmd.com/hro/application/HRAApplication.asp>

Applications received after the closing date will not be considered.