



## OPERATIONS – FIRE LIAISON

Department	Administration
FLSA Status	Exempt
Reports To	Deputy Director
Supervises	N/A

### **DISTINGUISHING CHARACTERISTICS:**

The Fire Liaison position requires a breadth and depth of experience in 911 emergency dispatch communications with heavy emphasis on fire/EMS. Work is assigned in broad, general objectives, collaborating with the Deputy Director to plan, establish, communicate and oversee the achievement and enforcement of policies, procedures, standards, goals and objectives. This position requires a substantial amount of tact, interpersonal and communication skills as well as independent judgment and initiative.

The incumbent has considerable latitude for independent judgment, initiative, leadership and resourcefulness on operations and administrative matters. Coordinates and collaborates activities with customer agencies. Work is reviewed by the Deputy Director through interactive observation, reports, and meetings and evaluated for results obtained, fulfillment of expectations and program objectives along with adherence to program budgets, management philosophies, operational guidelines and the law.

### **ESSENTIAL FUNCTIONS:**

#### **Administrative Functions**

- Assists the Deputy Director in planning, directing and coordinating 24 hour emergency dispatch services
- Analyzes data for and participates in short and long range planning and policy development
- Analyzes statistics based on gathered data, implements changes based on results and tracks progress and results of changes.
- Promotes and practices excellent customer service delivery
- Represents the Communication Center in a variety of standing and special committees
- Acts as liaison with personnel from other fire and EMS agencies and dispatch centers; answers inquiries and follows up to resolve complaints; foster strong partnerships and recommend action as is appropriate
- Develops, presents and monitors expenditures of the annual budget for the operational functions

### **Operations Functions**

- Maintains operational capacity situational analysis for the purpose of determining impacts of adding or losing agencies
- Conducts comprehensive training needs assessment for operations using a variety of surveys, performance evaluations, user requirements and other tools.
- Under the guidance of the Deputy Director, provides liaison and coordination of NORCOM fire and EMS activities with the Zone 1 Fire Operations Board and other external agencies to promote continuity of effort, efficiency of function and standardization; serves as a mediator to resolve conflicting demands for service
- Responsible for keeping abreast of related technology, equipment, trends, innovations, etc; participates in specialized training, conferences and seminars as appropriate and available; coordinates with the Information Technology Director for new equipment recommendations and required maintenance, repair or replacement as needed or appropriate to assure optimum performance
- Develops and administers the Standard Operating Procedures and service standards for all fire and EMS-related Operation's functions
- Remains current on all telecommunications equipment and procedural changes
- Works in conjunctions with the Training Coordinator to oversee training and professional development of his/her direct reports
- Manages and participates in fire related projects in collaboration with operations, Information Technology, and outside agencies

### **Financial Functions**

- Oversees selection of specialized equipment purchases for the Operation's function
- Coordinates with the Police Liaison and Deputy Director in the development of the annual Operations budget

### **Miscellaneous**

- Must be reliable and dependable, reporting for work on a consistent and punctual basis
- Establish and maintain cooperative, effective, and productive working relationships using tact, patience and courtesy
- Effectively plan and organize work to complete tasks within prescribed timeframes
- Other related duties as assigned

### **INTERPERSONAL CONTACTS:**

Contacts are made both inside and outside the organization. Internal contacts frequently include Administrative staff, Operations Supervisors and Telecommunicators. External contacts may include NORCOM customers, other city government personnel, outside vendors and the general public. Ability to communicate to internal and external audiences as an authoritative representative of the Communications Center. Interactions tend to focus on information exchange and receiving and giving directions. Contacts may include sensitive and/or confidential information. Communications must be politically sensitive and be delivered with a high level of tact and professionalism. 50% of interactions are via telephone or electronically through e-mail communications. 50% of interactions are in one to one and group meetings or presentations.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Policies, procedures and techniques of public safety communications and the ability to effectively manage the operations of an emergency dispatch center
- Police, fire and EMS dispatching techniques, practices, and procedures
- Effective techniques in personnel supervision, coaching, motivating and performance evaluation
- CAD and miscellaneous telecommunications systems
- Principles and techniques of strategic short and long range planning; project management including resources and budget allocation and organizational and time management, and the application of best practices
- Budget preparation and administration
- Evaluating and meeting the needs of customer agencies
- Protocols, practices and procedures of public safety emergency operations
- Make timely and appropriate decisions under emergent circumstances
- Maintain records and prepare complex reports
- Establish effective working relationships with diverse employee groups; applying judgment and discretion in difficult personnel issues and in interpreting policies and procedures
- Build consensus among individuals with conflicting view points and moving others to take action
- Plan, organize and work independently
- Organize, prioritize and delegate work effectively
- Establish and enforce consistent work rules and policies
- Thorough understanding, interpretation and administration of guild contract
- Use of current office word processing, spreadsheet, database, and e-mail software programs

### **REQUIRED EDUCATION AND EXPERIENCE:**

- Six years of increasingly responsible experience working in a multi-jurisdictional combined police, fire, and EMS public safety dispatching agency including supervisory experience and a demonstrated aptitude/ability for a management level position.
- Any equivalent combination of related experience and education which provide the candidate with the desired knowledge, skills and ability required to perform the work may be considered.

### **LICENSES AND CERTIFICATE and OTHER REQUIREMENTS:**

- Maintain certifications in WACIC (ACCESS Level 1 or 2)
- NIMS 700, 800, 100, 200 and 300
- Must be able to meet all traveling requirements of the position. If utilizing a personal vehicle in the performance of work, must possess a valid Washington State Driver's License and the appropriate amount of automobile insurance.
- Incumbent may be required to respond to the needs of the Communication Center regardless of external weather or other emergency factors and outside of regular work hours
- Must be available by telephone on a 24 hour basis; ready and dependable means of transportation and willingness to carry a cellular telephone

### **WORK ENVIRONMENT:**

Work is typically performed in an office environment with moderate interruptions. Attendance at meetings and observation of various shift activities will require working evening and other odd hours on occasion.

### **PHYSICAL DEMANDS:**

- Light lifting, carrying and pushing objects weighing up to 15 pounds
- Dexterity of hands and fingers to operate standard office equipment, including a computer key board
- Sitting for extended periods of time
- Seeing to read and interpret a variety of narrative reports and spreadsheets
- Hearing and speaking to exchange information in person and on the telephone

NORCOM is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, veteran status, or genetic information. NORCOM provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. For more information, please contact NORCOM Human Resources.

**NOTE: A criminal background check through law enforcement agencies will be conducted on all successful candidates prior to their being appointed to the position.**