



OPERATIONS – POLICE LIAISON

Department	Administration
FLSA Status	Exempt
Reports To	Deputy Director

DISTINGUISHING CHARACTERISTICS:

The Police (and Fire) Liaison represents the Executive Director and is accountable to him and is responsible for overall agency relationships.

The Police Liaison is the primary and single point of contact with responsibility for all Police agencies served by NORCOM. This position acts with the authority of the Executive Director in maintaining and assuring effective and responsive relationships with each police agency. The Police Liaison is accountable for proactively initiating contact on any service issues or requirements of the assigned agencies and are free to engage NORCOM staff directly to assure that the needs of each agency are fully satisfied in a timely fashion.

The ideal candidate can demonstrate successful past performance as a team and relationship-builder, with experience in 911 emergency dispatch communications with a heavy emphasis on Police dispatch and DATA functions.

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. 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

- Promotes and practices excellent customer service delivery
- Acts as liaison with personnel from NORCOM's police agencies and other dispatch centers; answers inquiries and follows up to resolve complaints; foster strong partnerships and recommend action as is appropriate
- Works closely and collaboratively with Fire Liaison
- Analyzes statistics based on gathered data, implements changes based on results and tracks progress and results of changes.
- Analyzes data for and participates in short and long range planning and policy development
- Assists the Deputy Director in the preparation of Team Supervisor evaluations
- Develops, presents and monitors expenditures of the annual budget for the operational functions
- In collaboration with others, prepares the annual shift bid schedule for Telecommunicators
- Represents the Communication Center in a variety of standing and special committees

Operations Functions

- Builds and maintains effective and responsive relationships with each police agency served by NORCOM
- Builds and maintains cooperative and collaborative relationships with the Fire Liaison and other NORCOM staff
- Reviews overall operational effectiveness and directs changes in priorities or schedules as needed to assure professionalism, adequacy, accuracy and timeliness of services provided
- Under the guidance of the Deputy Director, provides liaison and coordination of NORCOM activities with the Principles, appointed fire and police chiefs and other external agencies to promote continuity of effort, efficiency of function and standardization; serves as a mediator to resolve conflicting demands for service
- Develops and administers the Standard Operating Procedures and service standards for Police Operation's functions
- 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 Technology Manager for new equipment recommendations and required maintenance, repair or replacement as needed or appropriate to assure optimum performance
- Assists the Deputy Director in planning, directing and coordinating 24 hour emergency dispatch services
- Develops staff projections, workload, and work distribution resulting in effective planning and organization of workloads, scheduling and assignments
- 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.
- Remains current on all telecommunications equipment and procedural changes
- Oversees the schedules of Telecommunicators and Team Supervisors to ensure adequate staffing of the Center

Operations Functions (continued)

- Monitors all leave requests for Team Supervisors and leave approved by Team Supervisors for Telecommunicators to ensure consistency with policies and procedures
- Reviews recommendations from Team Supervisors for disciplinary action and termination of employment before forwarding to the Deputy Director
- Provides leadership and works with Team Supervisors to acknowledge superior QA reviews and provides follow-up on deficient performance as identified through the QA process
- Works in conjunctions with the Training Coordinator and the Human Resources Manager to oversee training and professional development of Team Supervisors and Telecommunicators
- Other duties as assigned

Financial Functions

- Makes recommendations to the IT Director, Deputy Director and Executive Director on the selection of specialized equipment purchases for the Operation's function
- Monitors the overtime budget and prepares monthly reports
- Coordinates with the Fire Liaison and Deputy Director in the development of the annual Operations budget
- Other related duties as assigned

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

INTERPERSONAL CONTACTS:

Contacts are made both inside and outside the organization. Internal contacts frequently include Administrative staff, Team 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:

- Team Building, collaboration, conflict resolution/management, change management techniques
- Evaluating and meeting the needs of customer agencies
- 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

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES (continued):

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REQUIRED EDUCATION AND EXPERIENCE:

- Sufficient years of increasingly responsible experience working in a multi-jurisdictional combined police, fire, and EMS public safety dispatching agency and a demonstrated aptitude/ability for a management level position. Prior budget development and management very desirable.
- Bachelor's degree in public administration, public safety or other related field
- 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 ICS program as required by the Department of Homeland Security
- 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 (NORCOM issued)

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.