

## JOB DESCRIPTION

**JOB TITLE:** Deputy Director, Operations  
**DEPARTMENT:** Executive Team of South Sound 911  
**REPORTS TO:** Executive Director  
**EEO category 1**

### **SUMMARY:**

As part of the South Sound 911 Executive team and under the direction of the Executive Director, the Deputy Director, Operations is a highly responsible professional with division oversight. This position plans, organizes, and directs the operations and activities the operational division of South Sound 911. The Deputy Director, Operations will work rotationally and interchangeably with the Deputy Director, Support Services.

### **ESSENTIAL FUNCTIONS:**

Plan, organize and direct the operations and activities of regional Communications Center.

Assess short and long-term needs of the Division(s) based on direction from the South Sound 911 Executive Director, client agencies and staff: develop plans, resources and programs to meet identified needs.

Prepare agenda materials for various meetings; attend meetings as required; present information, materials and recommendations; develop plans and policies and coordinate follow-up activities.

Coordinate communication and activities with a variety of state, federal, county and local law enforcement agencies, other governmental agencies and other outside agencies; meet with client agency representatives on areas of mutual concern; assure cooperative working relationships with client agencies.

Prepare and monitor division budgets; review and approve expenditures; authorize and approve requisitions for equipment, materials, supplies and services in accordance with agency policies.

Create, implement and maintain a vision that helps establish the information environment for law and fire agencies working in an information sharing process.

Coordinate with subordinate supervisors to review operations, develop modifications as necessary, resolve problems and provide information.

Interview, select, supervise, evaluate and counsel personnel; assure the proper training and evaluation of personnel.

Assists in identifying agency needs and interests related to collective bargaining and personnel issues.

Maintain liaison and assist with logistical support of other internal Divisions, such as, Support Services (areas specific to Law Enforcement such as records, information systems and network operations) and other Administration areas to include Finance, Legal, and Human Resources.

Provides oversight, representation, or assistance to committees established by the agency in support of Communication Center needs.

Compile and analyze information and other data; prepare various reports and summaries related to Communication Center operations and activities; respond to subpoenas; provide court testimony as required.

May be required to act in an interim basis as the South Sound 911 Executive Director during absences of the Executive Director.

Provides support and/or direction in deciding facility requirements, security and maintenance.

Prepare a variety of communicative documents including correspondence, memoranda and reports related to operational, fiscal and personnel matters.

Maintain liaison and assist with logistical support of the other Agency support departments who assist area law enforcement and fire agencies, extending to both those who are members of South Sound 911 as well as those that are not; serve as representative at various meetings as required.

Act as a liaison or participating member in regional committees and groups in support of operational goals for South Sound 911 and in support of local and regional law enforcement efforts and operations.

Support and facilitate strong employee and labor relations. Provide oversight and coordination for labor management meetings.

**QUALIFICATIONS:**

Graduation from an accredited four-year college or university with major course work in public administration or criminal justice and/or five years of progressively responsible experience in a senior management capacity. Prior administrative management experience in a large law enforcement agency is highly desired and may be substituted for other work or educational requirements on a one for one basis.

**KNOWLEDGE AND EXPECTATIONS:**

Understand the unique needs of patrol officers, detectives and personnel from special law enforcement units for advanced strategic and tactical information.

Detailed understanding of the operation of a law enforcement agency.

Knowledge of local government functions and organization.

Plan, organize and direct the operations and activities of a law enforcement division.

Work effectively with labor groups and assist or lead in the negotiation for collective bargaining agreements.

Knowledge of law enforcement support systems, procedures, practices and equipment.

Understand principles and practices of public administration, supervision and training.

Understand principles and practices of records and/or communications management.

Knowledge of applicable laws, ordinances, codes, regulations, policies and procedures.

Experience with fiscal management and budget preparation; prepare and monitor the law enforcement division budget.

Compile and analyze information and data and prepare reports.

Proficient with standard suite of Microsoft Office software and database applications.

Possess knowledge of how Geographic Information Systems (GIS) can be used in a problem solving environment in law enforcement and criminal justice.

Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.

Maintain cooperative and effective working relationships with others.

Analyze situations quickly and adopt an effective course of action within a collaborative atmosphere.

Follow safety rules and regulations.

Understand and be able to work in an Incident Command System.

Organize work to meet schedules and timelines.

Maintain current understanding of applicable financial and budget laws, codes, regulations, policies and procedures.

Work confidentially and with discretion, and maintain a professional demeanor while resolving emotional issues with personnel at all levels of the organization.

**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit at a computer terminal, frequent walking both indoors and out; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, stoop, or kneel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**WORKING ENVIRONMENT:**

Office environment with frequent interruptions. The noise level in the work environment is usually quiet. This position will interact with employees and customers on a daily basis.

**MACHINES/TOOLS/EQUIPMENT/WORK AIDS:**

Personal computer, copy machines, telephone, fax machine, E-mail, calculators, and printers.

**POTENTIAL HAZARDS:**

The hazards are consistent within an office environment.

**ANALYSIS OF PHYSICAL DEMANDS OF POSITION:**

Activity	Percentage of time	Activity	Pounds
Standing	10% of time	Pulling & Pushing	25 lbs.
Walking	10% of time	Lifting	25lbs.
Sitting	80% of time	Carrying	25lbs.

The following abilities are required to perform the essential job functions:

Hearing	YES
Seeing	YES
Depth Perception	NO
Color Vision	NO

Seldom to occasionally the position will require the following activities: Stooping, Crouching, Crawling, Climbing, Balancing and Kneeling.

**ADDITIONAL COMMENTS:**

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Mandy Walters, Executive Assistant

REVIEWED BY: Deborah Grady, Executive Director

DATE: 2/19/2021

Revision date(s) \_\_\_\_\_