

JOB DESCRIPTION

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

SUMMARY:

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

ESSENTIAL FUNCTIONS:

Plan, organize and direct the operations and activities of South Sound 911 technical services and information services (law enforcement records).

Assess short and long-term needs of the technical and information divisions 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 client 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 the technical and information services budget; 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 client 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.

Compile and analyze information and other data; prepare various reports and summaries related to technical and information services 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.

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

Maintain liaison with other Agency support departments such as Operations, purchasing, legal, personnel and finance and with law and fire service agencies including those who are members of South Sound 911 as well as those that are not; serve as representative at various meetings as required.

QUALIFICATIONS:

Graduation from an accredited four-year college or university with emphasis in public administration or related field and/or five years of progressively responsible experience in a senior management capacity. Prior administrative management experience in a consolidated 911 dispatch and law enforcement records agency is highly desired.

KNOWLEDGE AND EXPECTATIONS:

Formulate, develop and implement policies, plans and goals in a large emergency response organization.
Plan, organize and direct the operations and activities of the technical and information services division.
Have an understanding of the Washington State Patrol's ACCESS system
Have a working knowledge of public disclosure laws
Have an understanding of fire arm transfers and concealed pistol permits
Work effectively with labor groups and assist or lead in the negotiation of collective bargaining agreements.
Knowledge of principles and practices of public administration, supervision and training.
Understanding of applicable laws, ordinances, codes, regulations, policies and procedures.
Experience in fiscal management and budget preparation; prepare and monitor the division budget.
Compile and analyze information and data and prepare reports.
Proficient with standard suite of Microsoft Office software and database applications.
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.
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) _____