



Job Title: Regional Emergency Communications Center Deputy Director

Department/Division:	Public Safety Department/RECC	
Salary:	\$34.84/hr. – 48.78/hr.	Range: N11
Position Status:	Full-Time/ Classified	
FLSA Status:	Exempt	
Closing Date:	April 2, 2023	
Job #:	3-2023-005	

The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only to provide a summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

Primary Purpose:

This position manages, administers, and directs the activities, programs, and operations of the Santa Fe County Regional Emergency Communications Center (RECC). This position research develops, implements, and oversees the programs, policies, procedures, and services at the Center, ensuring the highest service standards to the public and user agencies. This position also includes direct supervisory duties over the RECC staff, including Dispatchers, and Technical Support/Applications Support Specialists. Manages the Center’s overall annual budget and assists in the preparation, oversight, and presentation to the RECC Board for approval. Researches and recommends equipment and technology replacements and upgrades to maintain efficiency standards

This position reports directly to the RECC Director. Works in collaboration with the RECC Board composed of elected and appointed officials from various City, County, and other governmental entities. Directly supervises employees of the RECC and may be aided by first-line supervisors and/or lead workers.

Essential Functions:

- Plans, organize, and direct the activities of the RECC and its telecommunication facilities, programs, equipment, and personnel. Develops, implements, monitors and evaluates the effectiveness of short and long-term

goals and programs. Develops and effectively implements necessary changes.

- Leads and directs the RECC management team. Supervises, organizes, disciplines, evaluates, and oversees Center personnel. Oversees the training and scheduling of personnel. May assist in the selection of new employees. Collaborates with Center Director and Human Resources to manage and enforce labor contracts and negotiations of new contracts.
- Performs administrative duties such as planning, budget preparation, and updating/creating policies/procedures. Oversees the proper billing of user agencies. Maintains appropriate reports, correspondence, and records.
- Fosters a service-oriented and cooperative attitude among staff to ensure coordination of efforts and efficient and intelligent use of resources. Conducts staff meetings. Promote staff's recommendation of improvement ideas. Oversees the investigation of complaints, questions, and inquiries.
- Ensures that the Center is in a state of perpetual readiness through regular testing, exercise, and maintenance programs. Oversees both technical and operational problem-solving of equipment. Ensures that all systems, programs, and equipment are maintained in a good state of repair and meet the user agency's needs in the most economical manner consistent with the budget, technical practices, operational procedures, and governing laws and regulations. Recommends appropriate changes to Center Director.
- Develops appropriate long-range plans, including strategic capital improvements, staffing, and other matters. Prepares specifications for the purchase of telecommunications equipment and maintenance contracts. Ensures proper management of CAD program to include purchases, and upgrades and coordinates efforts with hardware/software vendors.
- Develops and maintains excellent working relationships with RECC Board members, personnel, user agencies, the media, other community stakeholders, and the public. Works with the Director in developing reports to the RECC Board on outstanding issues of strategic planning and financial impacts to the Center and/or User Agencies.
- Assists in the preparation of the Center's budget and its presentation to the RECC Board for approval. Works with Director as liaison to user agencies, and elected and appointed officials of local governments, representing the program in meetings with other agencies, locally and regionally. May participate in public hearings concerning Center Operation's needs.
- Represents the Center's interests with local, state, and national 911 technical organizations and association meetings.
- Responsible for public relations by overseeing community education and performing public information tasks as need/demand arises.
- Responsible for ensuring proper collection of evidentiary recordings of 911 calls and testimony in court to authenticate taped incidents and other matters involving the center.

- May assume duties of dispatch when necessary and answers callers to evaluate if police, fire or EMS is needed with EMD pre-arrival instructions; input calls for service in CAD system. May include working nights, weekend and holiday hours.
- Complete other duties at the discretion of management, in other words, perform other related duties within the scope of the classification.

Knowledge / Skills:

- Working knowledge of computers and electronic data processing; working knowledge of accounting functions, modern office practices and procedures; working knowledge of street locations and geography of the areas served.
- Some skills in the operation of the listed tools and equipment; skills in communications, and interpersonal skills as applied to interaction with coworkers, supervisors, the general public, etc., are sufficient to exchange or convey information and to provide work directions.
- Demonstrated ability to communicate clearly and concisely, both orally and in writing; ability to effectively deal with the public. Good diplomacy and good decision-making skills. Accuracy in work performed and the ability to follow oral and written instructions and guidelines. Perform tactfully and proficiently under stress.
- Present with a clear and understandable telephone and radio voice. Must be knowledgeable in Computer-Aided Dispatch (CAD) systems. Must know about E-911 and Public Safety Dispatch systems, operations, and policies and procedures.
- Must have skills in supervision and dealing with subordinates. Must have skills in leadership and management of an emergency communications center.

Minimum Qualifications:

- High School Diploma or equivalent.
- Eight (8) years of experience working in Public Safety, CAD, GIS, or the use of Multi-Frequency Radios of which four (4) of the eight (8) years of experience must be in a supervisory capacity or:
- Any combination of education or experience in Public Safety, Criminal Justice, Fire Science, or a closely related field totaling eight (8) years, of which at least two (2) must be in a supervisory capacity. Education is counted at the rate of thirty (30) credit hours equals one year.
- A completed New Mexico EDGE Public Supervisor certification will substitute for two (2) years of required supervisory experience.

Preferred Qualifications:

- Experience in Information technology best practices and/or I.T. Certifications preferred.

- National Emergency Number Association Emergency Number Professional certification
- APCO Registry of Public-Safety Leaders certification.
- Must possess or obtain Center Manager certifications, including but not limited to the NENA Center Manager Certification Program and Fitch and Associates Communications Manager Certification Program within twelve (12) months of hire/promotion.
- Must possess or obtain within six (6) months; the New Mexico Department of Public Safety Basic Telecommunications Course Certificate and International Academies of Emergency Dispatch Emergency Medical Dispatch Certificate.

Working Conditions:

Required to sit, talk and hear. The employee is frequently required to use hand and finger dexterity, to handle or feel objects, tools, or controls; and to reach with hands and arms. Ability to move up to 20 pounds. Close vision and the ability to adjust focus. Holidays, weekends, and shift work are required. Work is performed in an office setting. Travel may be required. May be subject to exposure to CRT's and VDT's.

Conditions of Employment:

The selected candidate must submit to and pass a County paid pre-employment physical and drug/alcohol screening. Additionally, the selected candidate must submit to and pass a county-paid criminal background screening. The selected candidate must possess and maintain a valid New Mexico Class D Driver's License as the incumbent shall be appointed to drive a County vehicle during the performance of his/her duties. All employees in this job classification shall be required to sign a "Confidentiality and Non-Disclosure" Agreement.

Apply Online at:

https://www.santafecountynm.gov/human_resources/employment_applications.

Resumes will not be accepted in lieu of the official Santa Fe County employment application. Proof of education, certificates, and/or endorsements must be attached to each application.