



COMMUNICATIONS CENTER OFFICER

Disaster Preparedness & Emergency Communications

City of Long Beach, CA

\$105,000.00 - \$150,000.00 Annually

Plus Excellent Benefits

THE POSITION: The City of Long Beach is seeking an exceptional candidate to serve as its next Communications Center Officer. The Communications Center Officer leads the 9-1-1 Emergency Communications Division and is an at-will management position reporting directly to the Director of Disaster Preparedness & Emergency Communications. This position oversees the daily operations of the Emergency Communications Center to ensure that timely, effective, and efficient services are provided to the City's residents and Fire, Police, and Emergency Medical personnel. The position directly supervises the Administrative Coordinator, Operations Coordinator, and Systems Coordinator, indirectly supervises 76 Public Safety Dispatchers, and interacts with the Department's entire management team. Specific duties include: Ensure that call-taking time standards and protocols are met; Maintain an effective new employee and continuing education training program; Develop effective operational and administrative policies and procedures, with a focus on incentivized recruitment and retention of the City's 9-1-1 Public Safety Dispatchers; Resolve citizen complaints in a timely, and effective manner. Prepare the 9-1-1 Center for the implementation of Next Generation 9-1-1 technology; Provide oversight for the cross-training of Fire and Police 9-1-1 dispatchers; Maintain a positive and effective relationship with regulatory agencies, Police and Fire Command Staff, and labor representatives; Manage confidential information and participate in discussions and agreements with the union; Implement strategies from the recently completed staffing and operations study. Ensure the operational readiness of 9-1-1 Center equipment and technology; Oversee the recruitment and training of new employees.

THE IDEAL CANDIDATE: The ideal candidate will possess operational and administrative experience in a medium to large municipal emergency communications center; knowledge of applicable local, state, and federal laws, and rules and regulations as they apply to public safety emergency communications operations; knowledge of the technical systems required for day-to-day operations; and, knowledge of human resource policies, labor contract provisions and safety policies. In addition to emergency communications operational expertise, the ideal candidate will be a strong manager who leads by example. The ideal candidate will be a detail-oriented, hands-on manager, capable of adhering to multiple deadlines in a fast-paced work environment while maintaining effective working relationships at all levels of the organization. The successful applicant will be expected to pass an extensive background investigation, including a polygraph and psychological exam, and must possess a valid state-issued driver's license by the date of appointment.

MINIMUM REQUIREMENTS: The Department of Disaster Preparedness and Emergency Communications invites candidates to apply who meet the following minimum requirements: Education: A bachelor's degree from an accredited four-year college or university in a closely related field. However, candidates may substitute experience offering specific and substantial preparation for the duties of the position for the required education on a year-for-year basis; Experience: At least three (3) years of experience in a medium to large municipal emergency communications center, with one (1) year of supervisory experience.

Additional Requirements: Recent POST and/or Fire Emergency Medical Dispatch certification. (Proof is required at the time of application submittal)

This recruitment deadline was extended to close at 11:59 PM on Saturday, May 4, 2023. To be considered for this opportunity, applicants must submit an online application, including a resume and cover letter that reflect the scope and level of their current/most recent positions and responsibilities, proof of education (degree or transcript), and if applicable a copy of recent POST and/or Fire Emergency Medical Dispatch certification. Candidates must also complete the online supplemental questionnaire. Online applications can be filed at www.longbeach.gov/jobs.