



CLASSIFICATION TITLE: BCES Executive Director	JOB NUMBER: 7014	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: City Manager and BCES Executive Board	PAY GRADE: 33	FLSA STATUS: Exempt "At Will"

GENERAL SUMMARY

Performs difficult professional work planning, organizing controlling and directing the activities of the Southeast Communications Center (SECOMM) and Benton County Emergency Management (BCEM), and related work as apparent or assigned. Has latitude for independent judgment, initiative, leadership and resourcefulness on operational and administrative matters. Work is performed under the general direction of the BCES Board through the City Manager (supervisor) or designee. Divisional supervision is exercised over assigned staff.

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity* and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Plans, organizes, controls and directs the day-to-day activities of SECOMM and BCEM; assists in the development of departmental policies, standard operating procedures, service standards and contingency planning; provides input regarding policy making decisions.
- Supervises assigned staff; evaluates and reviews work performance; works with employees to correct deficiencies; plans, coordinates and arranges for appropriate training of subordinates consistent with industry standards; documents corrective action and applies City policy, as needed; participates in the interview and selection process of new employees; recommends merit increases, reassignment and promotions according to established guidelines.

- Monitors and evaluates programs, services and operations; assesses organizational effectiveness and performance; manages quality assurance and quality improvement initiatives; analyzes operational statistics and staffing needs; and identifies and implements changes to maximize use of resources, and achieve organizational goals and objectives.
- Prepares, administers and recommends the capital and operating budgets for SECOMM and BCEM, including controlling and monitoring expenses; gathers and analyzes data from various sources for short- and long-range strategic planning, performance monitoring, and workload forecasting;
- Administers labor agreement and participates in developing and executing bargaining strategy, including handling confidential information pertaining to collective bargaining.
- Provides effective leadership and direction; promotes and practices excellent customer service delivery; responds to questions or complaints related to communications personnel or activities; provides information and education; researches problems and initiates problem resolution.
- Acts as primary liaison to BCES Executive Board and subcommittees; may represent SECOMM and/or BCEM in a variety of standing and special committees on local and regional levels; acts as a liaison with personnel from other agencies and dispatch centers; and coordinates with public safety agencies, or other officials to review and enhance operations.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Managerial and administrative principles and practices.
- Principles of budgeting and personnel administration.
- Laws and codes applying to emergency communication and emergency management.
- 9-1-1 techniques and the capacities of computer, radio and telephone equipment.
- Budget practices and procedures.
- CAD Systems, dispatch systems and protocols, and interoperability as applied to law enforcement, fire and EMS in context of multiple jurisdictions.
- Civil Service and departmental rules, policies and procedures.
- Law enforcement, fire and EMS operations.
- Federal Communications Commission (FCC) rules and regulations.
- Emergency service plans and programs.
- Collective bargaining
- Conflict resolution.
- Modern office practices, methods, procedures and equipment.

- Record-keeping principles, procedures, and techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.

Skills and abilities to:

- Demonstrate success as a strong leader and manager.
- Direct the work of others.
- Train and evaluate employees.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.
- Deal with the public and effectively relate to both customers and stakeholders.
- Think strategically and review the operational effectiveness of a department and institute necessary improvements.
- Plan, organize and implement programs to meet the needs of the public.
- Allocate resources.
- Monitor and analyze activities.
- Analyze and interpret data.
- Development of comprehensive written plans or programs.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with limited direction at times, organize own work, set priorities and meet critical time deadlines.
- Keep accurate records.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Observe health and safety regulations.
- Operate modern office equipment and personal computers using standard or customized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.

SPECIAL REQUIREMENTS

- National Incident Management System (NIMS) training (ICS 100, and 200) within one (1) year of hire.
- Valid driver's license.
- Successful completion of a comprehensive background check.

EDUCATION AND EXPERIENCE

Bachelor's degree in business administration, public administration, criminal justice, fire service administration or related field and at least six (6) years of experience in emergency management or public safety, including three (3) years in a management capacity, or equivalent combination of education and experience.

COMPETENCIES

Executive

- Manage to the future Develop Effective Intra- and Inter-Departmental Relationships: Works collaboratively with partners within the City and outside of the City to accomplish the best possible outcomes for all parties.
- Have a global perspective Manage Resources Effectively: Effectively applies the organization's assets. Makes efficient use of time, money, people, and other resources to accomplish the organization's goals. Provides direction, guidance, and expectations for resource allocation to ensure service is balanced with fiscal responsibility.
- Display political and business acumen Think and Plan Strategically: Champions new ideas and initiatives and creates an environment that supports continuous improvement. Considers the City's strategic plan when establishing work unit goals and priorities.

Managerial

- Develop Effective Intra- and Inter-Departmental Relationships: Works collaboratively with partners within the City and outside of the City to accomplish the best possible outcomes for all parties.
- Manage Resources Effectively: Effectively applies the organization's assets. Makes efficient use of time, money, people, and other resources to accomplish the organization's goals. Provides direction, guidance, and expectations for resource allocation to ensure service is balanced with fiscal responsibility.
- Think and Plan Strategically: Champions new ideas and initiatives and creates an environment that supports continuous improvement. Considers the City's strategic plan when establishing work unit goals and priorities.

Supervisory

- Foster Teamwork: Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.
- Prioritize Work and Commitments: Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
- Drive for Team Results: Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others to drive for strategic goals. Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.
- Manage Employee Performance: Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

Foundational

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- **Provide Excellent Customer Service:** Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- **Communicate Effectively:** Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- **Work Safely:** Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

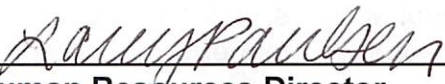
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the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

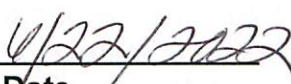
This work requires the regular and punctual attendance at the office or other assigned locations; work requires the regular exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, lifting and pushing or pulling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.



Human Resources Director 

Date

Department Head **Date**


City Manager or Authorized Designee 

Date