

EMPLOYMENT OPPORTUNITY

CITY OF LONG BEACH



Communications Center Officer

DEPARTMENT OF DISASTER PREPAREDNESS AND
EMERGENCY COMMUNICATIONS

The City of Long Beach is seeking an innovative, creative and strategic leader dedicated to the effective and efficient administration of the City's Emergency Communications Operations.



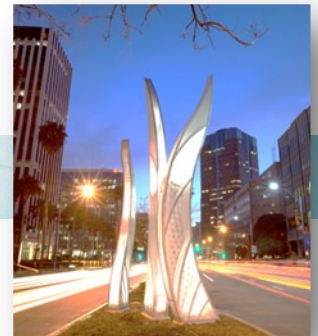
THE COMMUNITY

Ideally located on the Pacific Ocean south of Los Angeles, adjacent to Orange County, the City of Long Beach, California (population 490,566) is frequently described as a series of strong, diverse interwoven smaller communities within a large city. Enjoying an ideal Southern California climate, Long Beach is home to an abundance of cultural and recreational options. The Long Beach Convention Center, Aquarium of the Pacific, Queen

Mary and the annual Toyota Grand Prix of Long Beach, plus a wide variety of other attractions (two historic ranchos, three marinas, and five golf courses), serve to draw 5.5 million visitors a year. The City is also home to California State University, Long Beach and Long Beach City College. Cal State Long Beach is the second largest university in the state and was recently ranked the No. 3 best-value public college in the nation. Serving the K-12 student population, the Long Beach Unified School District consistently ranks among the Top 10 urban school districts in the country. Covering approximately 50 square miles, Long Beach is supported by a wide mix of industries with education, health and social services, manufacturing, retail trade, and professional services comprising the highest representation. Known for its livable and desirable neighborhoods, America's Promise Alliance named Long Beach as one of the 100 Best Communities for Young People two years in a row. While it offers all the amenities of a large metropolis, many say Long Beach has the added benefit of having maintained a strong sense of community and cohesiveness despite its growth. Long Beach is the seventh largest city in California, and has been referred to as the "most diverse city" in the country by USA Today. A superb climate, quality schools, a vibrant downtown, and a wide variety of neighborhoods help make Long Beach one of the most livable communities in the country.

CITY GOVERNMENT

Long Beach is a full-service Charter City governed by nine City Council members who are elected by district. The Mayor is elected at-large. Elected officials also include the City Attorney, City Auditor, and City Prosecutor. Elected officials are subject to a two-term limit, which allows them to serve for a maximum of eight years. The City Council appoints a City Manager to oversee the administration of all City departments, excluding those under the direction of a separately elected official, Board or Commission. In addition to its traditional services, Long Beach maintains one of the world's busiest seaports, which serves as a leading gateway for international trade. The City also has its own full-service commercial airport and is one of only three cities in California with its own Health and Gas & Oil Departments. Long Beach is supported by a total FY16 budget of approximately \$2.7 billion, with the General Fund budget totaling \$427 million. More than 5,900 full and part-time employees support municipal operations with the majority being represented by nine unions.



DEPARTMENT OF DISASTER PREPAREDNESS AND EMERGENCY COMMUNICATIONS

The Department of Disaster Preparedness and Emergency Communications has 89 employees with a budget of \$12.7 Million. The Emergency Communications operation has 80 employees and an operating budget of over \$10 Million. The Emergency

Communications operation is one of three divisions in the Department. The Communications Center Officer is a member of the Department's management team and reports directly to the Director. The City is currently in the process of consolidating the Police and Fire Emergency Communications Centers for operational efficiency.

THE POSITION

The Communications Center Officer is an at-will management position reporting directly to the Director of Disaster Preparedness & Emergency Communications. This position oversees the operation of the Emergency Communications Center (9-1-1 Call 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 supervises the Administrative Coordinator, Training & Tactical Coordinator, and System 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; resolve citizen complaints in a timely, and effective manner; prepare the Call Center for the implementation of Next Generation 9-1-1 technology; provide oversight for the consolidation of the Fire and Police call centers; maintain a positive and effective relationship with regulatory agencies and Police and Fire Command Staff; manage confidential information and participate in the meet and confer process; ensure the operational readiness of call center equipment and technology; and 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. He or she 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 date of appointment. A felony conviction is a disqualifying condition.

Minimum Requirements:

1. Graduation from an accredited four-year college or university in a closely related field, and at least five years of supervisory experience in a medium to large municipal emergency communications center, or an equivalent combination of training and experience. A valid Emergency Number Professional certification may be substituted for up to one year of the required supervisory experience.
2. Recent POST and/or Fire Emergency Medical Dispatch certification.

The professional attributes that best describe the new Communications Center Officer:

- Highly organized, multi-tasker
- Participative and inclusive management style
- Self-motivated
- Effective negotiator
- Results oriented
- Direct communicator with superior interpersonal skills
- Ethical with a high level of integrity
- Embraces ideas and contributions from others
- Dedicated to quality service
- Creative, strategic thinker
- Strong project management / technical skills
- Exercises good judgment

SALARY + BENEFITS

The salary range for this position is \$105,000 to \$125,000 annually. Placement in the range will depend on qualifications. The City's compensation package also encompasses an attractive benefits package that includes:

- **Retirement** – City offers CalPERS with a benefit of 2.5% @ 55 for Classic members or 2% at 62 for new members as defined by PEPPRA, subject to the limitations set by PERS. Employee pays the employee portion. The City also participates in Social Security.
- **Vacation** – Twelve (12) days after one year of service; 15 days after four years, six months of service; 20 days after 19 years, six months of service.
- **Executive Leave** – Forty (40) hours per year.
- **Sick Leave** – One day earned per month; unlimited accumulation; conversion upon retirement to cash credit toward health and/or dental insurance premiums, or to pension credits.
- **Holidays** – Nine designated holidays per year, plus four personal holidays to be used at the employee's discretion.
- **Transportation Allowance**
- **Health and Dental Insurance** – The City offers an HMO and PPO option for health and dental insurance coverage. The City pays major portion of the premium for employee and dependents based on the health/dental plan selected.
- **Life Insurance** – City-paid term life insurance policy equal to three times annual salary to a maximum of \$500,000.
- **Disability** – City-paid short-term and long-term disability insurance.
- **Flexible Spending Account** – Optional election for employees to reduce taxable income for payment of allowable childcare or medical expenses.
- **Management Physical** – Annual City-paid physical examination.
- **Deferred Compensation 457(b) Plan** – Optional for employee contribution to a supplementary retirement savings program available through ICMA Retirement Corporation.
- **Technology Allowance** – Monthly stipend.

APPLICATION PROCESS

This recruitment will close at **5:00 p.m. on Monday, August 31, 2020**. To be considered for this opportunity, applicants must submit an online application, including resume and cover letter that reflect the scope and level of their current/most recent positions and responsibilities, including salary history. Online applications can be filed at www.longbeach.gov/jobs. **Candidates must also complete the online supplemental questionnaire.**

Following the close of filing, applications will be reviewed and those candidates determined to be the best qualified will be invited to participate in the selection process, which will include an oral interview by a selection panel. The selected candidate will be required to undergo a thorough background and reference check. Incomplete applications or candidates who clearly do not meet the minimum requirements of the position will not be considered.

This information is available in an alternative format by request to the Administration Bureau at (562) 570-9250. If you require an accommodation because of a disability in order to participate in any phase of the application process, please request an accommodation when submitting your application or call (562) 570-9250.

EQUAL OPPORTUNITY

The City of Long Beach is an Equal Opportunity Employer and values diversity at all levels of the organization.

SUPPLEMENTAL QUESTIONNAIRE

Please submit your written request to the following questions in PDF format. Responses are to be no more than one page per questions. Please include your name on all information submitted. The responses submitted will be used as part of the evaluation and selection process.

1. Describe your relevant supervisory or management work experience with a medium to large Emergency Communications Center.
2. Describe the approach you would take to build support and consensus among staff for the consolidation of Police and Fire Emergency Communication.
3. Describe how you would manage staffing levels in the Emergency Communications Center to ensure performance standards and cost efficiency.
4. Please give an example of how you have implemented change within an organization? What steps did you take and what challenges did you have to overcome?