



**POSITION TITLE:** Executive Director – Chittenden County Public Safety Authority (CCPSA)

**POSITION DESCRIPTION:**

The CCPSA Board of Directors seeks its first Executive Director. This newly created stand-alone government Authority requires an experienced leader with the background and credentials to implement and oversee the creation of an emergency communications center (Center) that is responsible for dispatching police, fire and medical resources from an initial five participating communities within the guidelines of federal, state, and local laws, policies and procedures, and departmental regulations.

The Executive Director shall be responsible for the day-to-day operation and maintenance of the Center, subject to the specific authority retained herein by the Board of Directors and the general supervisory authority of the Board. The specific job qualifications, duties and responsibilities of the Executive Director shall be set by the Board of Directors with advice and recommendations from the participating public safety leaders (Operations Committee) and such other sources as the Board may consult.

The Executive Director shall report to the Board of Directors comprised of the mayor, municipal managers, or their designees. The Executive Director will provide overall managerial and strategic direction for the Authority and manage the budget and revenue sources. The Executive Director will also work collaboratively with the Operations committee, and other stakeholders to provide high quality 911 emergency services and support.

As the Center is established, the Executive Director provides overall direction, planning and management for the communications center. The Executive Director shall, subject to the general supervisory authority of the Board and in consultation with the Operations Committee, be responsible for the hiring, training, promotion, supervision, discipline, and discharge of staff to ensure accurate and timely response by police, fire, and emergency medical services. The Executive Director shall also develop operating plans, prepare and manage budgets, establish policies and procedures; and, oversee the selection, training,

and performance of communications specialist (dispatchers) through subordinate supervisors and support staff

The Executive Director shall manage workflow, conduct performance evaluations, and make decisions regarding the recruitment, selection, and hiring of personnel. The Executive Director shall participate in annual training to remain current in laws and contemporary practices in managing an emergency communications center and shall monitor and analyze CCPSA operating procedures, designs and implements changes as needed.

The Executive Director shall be responsible for researching, applying for grant funding from state, federal, and non-governmental organizations, and such other fund raising efforts as authorized by the Board of Directors.

The Executive Director shall develop policies and procedures to enhance the delivery of services to the public, the affected departments and presents recommendations to the Board of Directors and Operations Committee as appropriate. The Executive Director shall maintain a high level relationship with City and Town Police, Fire, and Ambulance leaders and with other municipal, county, and state counterparts.

The Executive Director shall oversee the technical maintenance and modification of CCPSA radios, telephone systems, and equipment as well as research incidents and prepare reports of findings as needed. The Executive Director shall, in consultation with the Board of Directors, provide information to the general public about CCPSA services through outreach including, but not limited to, presentations before various civic and business organizations, networking with other public safety agencies, and the media. The Executive Director shall address citizen and internal complaints along with suggestions regarding communication operations and shall secure and maintain permanent records of emergency calls received and dispatched.

Once the Center is established and operational, it is the intent of the Board of Directors that the Executive Director will lead the charge to become a Vermont Public Safety Answering Point (PSAP). Additionally, it is expected that as proof of concept is established, other communities across the region may join the Center.

The *Agreement to Create the Chittenden County Public Safety Authority* can be found here: <https://www.ccrpcvt.org/wp-content/uploads/2018/04/AGREEMENT-TO-CREATE-PSA-FINAL-with-All-signatures.pdf>.

## **TRANSITION PERIOD**

During the transition period, prior to the opening/operations of CCPSA, the Executive Director shall be available to the Board of Directors to advise on all matters related to or

affecting the transition, including operations, staffing, personnel, equipment and technology.

It is the Executive Director's responsibility, with the assistance of the Operations Committee if needed, to prepare a written transition plan that describes and outlines the steps to be taken and procedures followed in each of the participating communities and by the Authority in order to successfully and safely transition from City/Town-based dispatching to full regional center operations.

It is the Executive Director's responsibility to initiate the implementation of the transition plan. The plan shall also outline specific deadlines that the participating communities must meet and dates by which those communities must adhere to in order to ensure a smooth transition at a certain go-live date. It is the Executive Director's responsibility to clearly communicate any such date or specific obligation of any participating community.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Supervises, directs and evaluates assigned staff; provides information, advice and expertise.
- Attends county, district, state, municipal and other meetings as a representative of CCPSA.
- Coordinates daily work activities of supervisors and administrative staff; organizes and prioritizes workload; makes work assignments, monitors status of work in progress and inspects completed work; troubleshoots problem situations.
- Reviews schedules to ensure adequate coverage on a 24-hour basis; reviews and approves PTO requests.
- Ensures compliance with applicable codes, laws, rules, regulations, standards, policies and procedures; recommends or initiates action necessary to correct deviations or violations.
- Administers the hiring, evaluation, coaching, promotion, discipline, and discharge process, including, if created, collective bargaining agreement negotiations and administration for CCPSA employees.
- Reviews, implements, and maintains standard operating procedures pertaining to telecommunicator's activities.
- Develop, issue, evaluate, award and administer contracts for services and equipment, with input from Operations Committee or Board as appropriate.
  
- Helps IT and other vendors in maintaining the department's computer systems; troubleshoots problem situations to ensure ongoing operations.
- Maintains dispatch files and filing system.
- Prepares statistical reports for public safety agencies, governmental units, state and federal agencies.
- Maintains awareness of new trends and advances in the field; attends workshops and training sessions as appropriate.
- Fills the role of a telecommunicator in the event of an open shift or during major events that require additional staffing.

- Serves on a 24-hour on call status for emergencies.
- Investigates all internal and external compliments and complaints regarding the operations of the CCPSA
- Prepares, presents, and administers CCPSA budget(s).
- Performs other related duties as required.
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## **KNOWLEDGE AND ABILITY**

- Knowledge of proper procedures for receipt of calls and dispatch of emergency equipment.
- Knowledge of other positions job descriptions within the organization Ability to Certify in Emergency Medical, Law & Fire Protocols
- Knowledge of the procedures for vendor services operating through the 911 system.
- Knowledge of the procedures for other agencies dispatched by the CCPSA.
- Knowledge of the channels of authority within the public safety organizations of CCPSA.
- Ability to perform more than one task at a time accurately.
- Ability to make immediate decisions directly affecting human lives.
- Knowledge and familiarity with all internal and external computer and radio systems that are used by the CCPSA
- Knowledge of municipal or other governance structures

## **WORK EXPERIENCE/QUALIFICATIONS:**

### Minimum qualifications:

- Ability to serve as the chief executive of a stand-alone special purpose government that is supported by an appointed, non-political board.
- BA/BS in public safety administration, business administration, public administration, telecommunications, or related discipline.
- Five years of current operational supervisory experience in a multi-position emergency communications center.
- Past experience as a training coordinator/instructor, CAD Administrator, and CJIS representative.
- Working knowledge of police, fire, and EMS operations, operational experience in a municipal emergency communications center.
- NIMS / ICS training and knowledge of radio systems.
- Excellent communication, negotiation, planning and management skills are required. -/
- An equivalent combination of education and experience demonstrating the ability to perform the duties of the position will be considered.
- Possess a valid driver's license

## **PHYSICAL EFFORT AND WORK ENVIRONMENT**

- Sedentary work involves exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently to lift, carry, push, pull or otherwise move objects. Involves sitting most of the time but may involve walking or standing for brief periods of time.
- Perform majority of duties in a communication center, involving sitting/walking at will, sitting for long periods, lifting objects weighing less than 25 pounds, close/far vision, and hearing sounds/communication. Incumbent may work with or be exposed to violent/irate individuals. Incumbent may occasionally work extended hours, irregular hours, weekends, evenings, respond to emergencies on 24-hour basis, and travel out of town for meetings, sometimes overnight.