

DU-COMM

DuPage Public Safety Communications
420 N. County Farm Road, Wheaton, IL 60187
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www.ducomm.org



JOB DESCRIPTION

Executive Director

Reports To: Board of Directors
FLSA Status: Exempt
Updated: July 1, 2010

Summary

Chief Executive Officer of DU-COMM and responsible for the overall service of the agency to its member agencies and their citizens.

ESSENTIAL JOB FUNCTIONS

The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The organization retains the right to modify or change the duties or essential functions of the job at any time.

- Serve as Chief Executive Officer (CEO) of DU-COMM, a consolidated public safety communications agency, which is responsible for providing 9-1-1, Police, Fire, and EMS dispatch services and support services to member municipalities, fire districts, and their citizens.
- Responsible for working with the Board of Directors, Executive Committee, and Chiefs Operations committee to establish the agency's mission, goals, objectives, and long-range plans.
- Responsible for the overall operation of the communications center, agency technologies, physical facilities, written directives, rules and regulations, and staffing.
- Respond to the needs of DU-COMM members and ensure all municipalities, districts, and agencies feel their issues are addressed fairly and in a timely manner.
- Provide leadership to the agency's management team in meeting the goals and objectives of the agency.
- Communicate effectively, orally, in writing, and via various forms of electronic media, with all levels of management and technical/non-technical staff.
- Manage within a collective bargaining agreement environment and ensure adherence to the contract and grievance processes.
- May serve as the DU-COMM representative to the DuPage County Emergency Telephone System Board, in making policy decisions in the best interest of DU-COMM and its member agencies, at the recommendation of the Board of Directors.
- Responsible for media relations and public information.
- Ensure proper resources (staff and equipment) are obtained to achieve the mission of DU-COMM.
- Plan and prioritize DU-COMM's physical resources.
- Oversee the budget, other fiscal operations, daily administration, record-keeping, and adherence to fiscal policies established by the Board of Directors and/or Executive Committee.
- Direct, guide, and control activities of staff.
- Develop emergency and contingency plan/response to emergency situations and modify plans, actions, and decisions in light of current circumstances.
- Analyze DU-COMM procedures and make recommendations to improve efficiency and effectiveness.
- Assist in coordination, planning, training, and implementation of all operational-related systems.
- Ensure all agency personnel are properly and adequately trained for their individual job functions.
- Establish and comply with all orders, policies, procedures, rules, and regulations of DU-COMM.
- Follows written and verbal instructions.
- Perform any other duties as assigned by the Board of Directors or Executive Committee.

SUPERVISORY FUNCTIONS

- Provide leadership and supervision to all employees of DU-COMM.
- Directly supervise the three (3) Department Heads, the Technical Services Manager, and the Executive Secretary.
- Assign, direct, motivate, and supervise activities of assigned staff in the successful performance of their tasks and responsibilities.
- Ensure assigned staff adheres to established policies, procedures, and standards.
- Make final decisions for personnel issues including: recruiting, interviewing, hiring, granting leave, appraising performance, monitoring absenteeism, discipline, and termination of employees.
- Ensure adequate supervision of all employees exists at all times for the entire agency.

MINIMUM QUALIFICATIONS

- Must be at least 18 years of age.
- Bachelor's degree in criminal justice, public administration, business administration, information technology or related field.
- Minimum of five (5) to seven (7) year progressively responsible management experience in public safety communications including at least three year in supervisory or command capacity.
- Must be of strong moral and ethical character.
- Must possess a valid driver's license.
- Must be able to accommodate scheduling demands of managing in a 24 x 7 environment.
- Must be willing to be "on-call" at all times.
- Strong analytical and logical problem solving skills.
- Proficient in the English language including the proper usage, spelling, punctuation and grammar.
- Strong interpersonal skills to include; one-on-one, counseling, public speaking, and presentations.
- Proficient in Microsoft Office, including Microsoft Word, Outlook, Excel, and PowerPoint.

Must be able to successfully pass a thorough background investigation, psychological exam, medical exam, and medical/drug screenings.

PREFERRED QUALIFICATIONS

A strong candidate will also have experience in the following areas:

- Masters degree in public administration, business administration or related field.
- Public Safety Communications experience within a multi-agency communications center.
- Collective Bargaining Agreement management experience.
- Knowledge of public safety communications systems including, CAD, 9-1-1, radio, digital loggers, etc.
- Professional certifications to include: ENP (NENA), RPL (APCO), EMD (NAEMD),
- Public meetings (including the Illinois Open Meetings Act and Roberts Rules of Order).
- Foreign language skills in Spanish or other desired language.
- Computer/data entry experience.

PHYSICAL/MENTAL REQUIREMENTS

- Must be articulate and comfortable speaking in front of others.
- Regularly work in an indoor/office environment and required to sit and/or use repetitive hand motion.
- Frequently required to talk, hear, stand, and walk.
- Must occasionally lift and/or move up to 25 pounds.
- Must be able to work in excess of continuous 8 hours when required.
- Must be able to work under stressful situations, have good cognitive skills, maintain work accuracy, and the ability to concentrate on more than one task at a time.
- Must have the ability to read and discern visual images on a variety of media with 20/20 corrected vision.
- Must hear speech out of both ears in the normal range of 30 db at 500 to 2000 Hz range.
- Must be able to speak and communicate clearly over telephones and radios.
- Must be in sound physical health as determined by a certified licensed physician with no evidence of the use of controlled substances.

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