

# Public Safety Dispatch Manager (Fire Department)

**\$104,714 - \$128,879** ANNUALLY DOE/DOQ. This salary range reflects the negotiable range for hire. The top of the range for salary advancement is \$153,044. The position is categorized as a Program Business Leader - General job classification within the County's leadership series.

The County of Santa Barbara's **Fire Department** is currently accepting applications to fill **one full-time vacancy** for a Public Safety Dispatch Manager in Santa Barbara, CA.

Please apply by **Monday, May 15, 2023** at 4:59 p.m. PST.



one  
COUNTY  
one  
FUTURE

## THE POSITION

This is a **unique** and **exciting** opportunity to be a part of building a new regional fire-rescue-EMS communications/dispatch program. This role will be the first manager for the new center and will establish a culture of excellence, inclusion, forward planning, and innovation.

This role is responsible for the management of the Santa Barbara County Fire Department's Regional Fire Communications Center (RFCC). Under the general direction of the Division Chief over Support Services, the Public Safety Dispatch Manager is responsible for the planning, organizing and management of the RFCC. As a member of the Fire Department's management team, the selected candidate will be responsible for providing vision and guidance to a new regional fire-rescue-EMS dispatch center.

## HIGHLIGHTED BENEFITS

- New Hire Incentive/Relocation - up to \$20,000
- County provided vehicle, cell phone, laptop
- Pension system with reciprocity for other applicable public agencies
- Time and service credit towards an advanced vacation accrual rate for previous public sector experience
- 13 holidays, 12 sick leave days (unlimited accumulation), and 12 to 25 days of vacation (length of service) per year
- For more information on County benefits, please visit [here](#).

## WORK ENVIRONMENT

The RFCC is a secondary PSAP serving the Santa Barbara County region dispatching fire-rescue resources for all cities (4) and fire protection districts (3) and for the Santa Barbara County contract ambulance provider and is a 24-hour / 365-day operation. It is a partnership between member agencies and administered by the Santa Barbara County Fire Department. The partners provide input to the RFCC business plan through its Joint Executive Committee (JEC) and to daily operations through the Joint Operations Committee (JOC).

The RFCC is the dispatch center for the Santa Barbara County Operational area of the California OES Fire & Rescue Mutual Aid System. It is also responsible for ordering, dispatching, and tracking resources including engines, crews, dozers, aircraft, and overhead personnel as required through the Santa Barbara County Fire Department's contract with CalFire. The RFCC interacts frequently with other agencies including CalFire, California OES, California State Parks, National Park Service, U.S. Coast Guard, U.S. Air Force, and U.S. Forest Service.

The RFCC anticipates answering approximately 71,000 emergency calls and completing 45,500 incident dispatches in the initial year of operation. Average daily incoming emergency call volume is anticipated to be 194 with 125 dispatched incidents of all types. Further activity will include a number incoming and outgoing administrative calls to be determined through policy and procedure development. This work will be handled by 5 dispatch supervisors and 18 dispatchers supported by dedicated IT and GIS staff.

## DESIRED CHARACTERISTICS:

- Experience as a supervisor or manager in a multi-disciplinary public safety dispatch center.
- Strong interpersonal and communication skills to facilitate effective work teams and groups with internal and external partners.
- Strategic thinking and problem solving to implement solution focused approaches and implementation of new technologies.
- Excellent written, oral, and interpersonal skills.
- Experience and knowledge of emergency Sheriff, Fire, and EMS dispatch systems, a Public Safety Dispatch Center environment, and emergency telecommunication systems.



## EXAMPLES OF DUTIES

1. Supervises and evaluates the work of five (5) Communications Dispatch Supervisors and ensures high-quality customer service is delivered by subordinate staff. Leads teams, units, sections, and/or significant departmental projects; sets team/project goals and measurements; takes full leadership responsibility for assigned teams and projects; obtains and deploys resources necessary to manage team/project; and assumes full accountability for team/project outcomes.
2. Develop on-going fiscal plans and prepares annual budget for the RFCC.
3. Responsible to the Joint Executive Committee to review and administer the RFCC business plan. Will provide data and reports to the JEC and implement strategic direction. Also, is responsible to meet regularly with the Joint Operations Committee to report RFCC performance and receive input on operational issues regarding day-to-day RFCC operations.
4. Responds to citizens' concerns about public safety and emergency communications. Exercises a high-level of independence in team/project-related decision making.
5. Acts as liaison between affiliated agencies, and other local, state and federal agencies in matters related to emergency communications and public safety dispatching.
6. Maintains knowledge of ongoing technical and legal developments and meets with representatives of local, state, and federal governments to guarantee the RFCC's ability to meet current and future needs and ensure compliance with applicable laws concerning emergency communications, telecommunications, training, and other areas relating to public safety dispatch.
7. Meets with technical system vendors to upgrade or replace equipment as needed.
8. Maintains a functional knowledge of the California OES Fire-Rescue Mutual Aid System, the California OES Fire -Rescue Mutual Aid Plan, and the Master Mutual Aid Agreement. Acts on behalf of the Santa Barbara County Operational Area (OA) coordinator to ensure pre-incident RFCC preparedness; status OA resources including OES equipment; act on requests for mutual aid resources within the OA and from the OES Regional Coordinator; dispatch mutual aid resources according to local plans, the Master Mutual Aid Agreement, and the California Fire Assistance Agreement (CFAA); track deployed mutual aid resources and make required notifications and file required reports in a timely manner. Maintain a working knowledge of the process for resource ordering involving assistance-by-hire and other non-mutual aid resource ordering and for developing information and data in support of the Fire Management Assistance Grant (FMAG) process.
9. Maintains a working knowledge of the Santa Barbara County Fire Department's obligation as a CalFire contract county. Act on behalf of the Santa Barbara County Fire Department to status SBC Fire Department resources with CalFire region office; dispatch and order resources according to the contract and local CalFire requirements, track deployed contract resources; and make timely notifications and file required reports.
10. Performs related duties as assigned.

## **EMPLOYMENT STANDARDS**

The core competencies listed [HERE](#) and the ability to demonstrate these competencies consistent with the position's level in the leadership series and the specific work assignment **AND**

1. Possession of a bachelor's degree preferably in Business or Public Administration, Communications, or a relevant field of study **AND** five (5) years of dispatching experience in an emergency communications center, including two (2) years of experience supervising Emergency Telecommunicators in a Public Safety Dispatch Center with both 9-1-1 phone lines and radio traffic from first responders, **or**;
2. Possession of an Associate's Degree, **AND** seven (7) years of experience in an emergency communications center including two (2) years of experience supervising Emergency Telecommunicators in a Public Safety Dispatch Center with both 9-1-1 phone lines and radio traffic from first responders, **or**;
3. A regular employee with the Santa Barbara Sheriff's Office, CalFire, Fire Department, or similar **AND** currently a Dispatch Supervisor with ten (10) years of experience in an emergency communications center, including two (2) years of experience supervising Emergency Telecommunicators in a Public Safety Dispatch Center with both 9-1-1 phone lines and radio traffic from first responders, **or**;
4. A combination of training, education, and experience that is equivalent to the employment standards listed above to meet the required knowledge and abilities.

**Knowledge of:** Principles and practices of public sector organization, emergency services, public safety communications, emergency management, program operations, effective customer service, budgeting, and management; principles and practices of personnel management, including supervision, training, and performance evaluation; modern administrative methods and procedures, business correspondence and report preparation; effective research and record keeping methods and techniques; applicable communications dispatch systems and protocols; and local, state, and federal laws and regulations relevant to the program area.

**Ability to:** Lead, motivate and mentor staff, create a team approach; effectively facilitate multi-stakeholder and/or multi-jurisdiction meetings to reach consensus; apply critical thinking, problem solving, and collaborative approaches to improving program services; effectively plan, assign, direct, and evaluate the work of assigned management and subordinate staff, including delegating responsibility and authority, and ensuring the RFCC and JEC strategic directives are accomplished through their work; learn and apply principles of diversity, equity, and inclusion; read, interpret, and apply administrative, departmental, RFCC, and partner agency policies and procedures; carry out the RFCC and JEC policy directives in an effective and timely manner; analyze situations thoroughly, identify potential problems, and find effective solutions; prepare and present written correspondence, reports, and materials in clear, correct, and comprehensible terms from general notes and concepts; establish and maintain positive and professional working relationships with employees, managers, and partner agency staff, elected officials, other local, state, and federal governmental jurisdictions, vendors and the public; effectively communicate and express ideas both orally and in writing; apply appropriate independent initiative, discretion, judgment, and organizational skills to a variety of projects, assignments, and situations; understand and execute complex oral and written instructions; apply available guidelines, policies, or procedures in extremely diverse and politically sensitive situations; and understand and utilize industry technology.

### **ADDITIONAL QUALIFICATIONS:**

- Possession of a valid California Class C Driver's License at the time of hire. Driver's license must be kept valid throughout the term of employment.
- Incumbents must be able to travel independently throughout the County of Santa Barbara.
- Must be able to adjust work hours as necessary and be available for call-out in event of emergencies.
- Light travel will be necessary to represent the Dispatch Center by attending conferences/trade show events and meetings with vendors and affiliated agencies.

### **DESIRABLE QUALIFICATIONS:**

- Emergency Number Professional certification from NENA and/or completion of the NENA Center Manager Certification Program
- APCO Registered Public Safety Leader certification and/or Certified Public Safety Executive certification
- Certification from the International Academy of Emergency Dispatch for EMD (IAED)
- Expanded Dispatch Recorder or Expanded Support Dispatcher certification from the National Wildland Coordination Group (NWCG)

# APPLICATION & SELECTION PROCESS

Apply online at [www.sbcountyjobs.com](http://www.sbcountyjobs.com)

Applications must be submitted by:

**4:59 p.m. on Monday, May 15, 2023**

1. **Review applications and supplemental questionnaire** to determine those applicants who meet the employment standards.
2. **Supplemental Questionnaire Ranking:** If there are more than 11 qualified candidates, the next step in the selection process will be a supplemental questionnaire ranking. Responses to the required supplemental questionnaire will be evaluated and scored. Candidates' final score and rank on the employment list will be determined by their responses to the supplemental questionnaire.

Candidates must receive a percentage score of at least 70 on the Supplemental Questionnaire to be placed on an employment list. An adjustment may be made to raw scores based on factors listed in Civil Service Rule VI. Those candidates who are successful in the selection process will have their names placed on the employment list for a minimum of three months. At the time the employment list is established, all candidates will receive an email notice of their score on the exam(s), rank on the employment list, and exact duration of the employment list.

The appointee must satisfactorily complete a one-year probationary period.

**REASONABLE ACCOMMODATION:** The County of Santa Barbara is committed to providing reasonable accommodation to applicants. Qualified individuals with disabilities who need reasonable accommodation during the application or selection process should contact the recruiter listed on the job posting. We require verification of needed accommodation from a professional source, such as a Medical Provider or a learning institution.

## **BACKGROUND CHECK**

After the selection process, the selected candidate must successfully pass an in-depth background check, post-offer psychological evaluation, and medical evaluation.

The background investigation includes an interview and in-depth background investigation of police records, personal and virtual character check, military, and employment histories; inquiry of persons who know you and evaluate whether you respect the law and rights of others; are dependable and responsible; have demonstrated mature judgment in areas such as the use of drugs and intoxicants; are honest; and is a safe driver.

## Typical Background Disqualifiers:

- An admission of having committed any act amounting to a felony within five years in California, or in another state which would be classified as a felony in California
- An adult felony conviction in California, or with a conviction for an offense in another state which would be classified as a felony in California
- Currently on Probation or Parole
- Adult felony and/or misdemeanor conviction(s) may be disqualifying depending on type, number, severity, and how recent
- Conviction of/or sustained petitions for any sex crime
- Recent use and/or possession of illegal drugs; Failure to reveal prior use will be disqualifying
- Unfavorable work history
- Poor credit history
- History of committing domestic violence
- Dishonesty or failure to reveal pertinent information

If you feel your past may hinder your future from working for the Fire Department or you are not sure how to answer the Personal History Questionnaire, please contact them at (805) 681-4270, so they can assist you in determining if you can continue your application process.



For questions on this recruitment, please contact **Sabina Netto** at [snetto@countyofsb.org](mailto:snetto@countyofsb.org)

**Job# 23-8027-14**

**Disaster Service Worker:** Pursuant to Governmental code section 3100, all employees with the County of Santa Barbara are declared to be disaster service workers subject to such disaster service. Activities as may be assigned to them by their superiors or by law.

## **STATEMENT OF COMMITMENT**

The County of Santa Barbara is dedicated to cultivating and sustaining an environment that exhibits equity and inclusion everywhere, and at all levels of our organization. The County believes equity is a fundamental principle that must be imbedded in policies, institutional practices and systems. The County recognizes the negative impacts of systemic racism and is committed to eliminating the barriers affecting Black, Latinx, Indigenous, Asian, and socioeconomically disadvantaged community members, as well as people of other diverse racial and ethnic backgrounds. We envision a world where society and its systems (e.g. education, criminal justice, and health care, housing, the economy) are just, fair, and inclusive, enabling all people to participate and reach their full potential.

We celebrate community and employee diversity, strive for inclusion and belonging, and promote empowered participation. We aspire to build a workforce that is reflective of these values and the communities we serve. We are proud to be an equal opportunity employer and will resolutely uphold federal, California state law and/or Santa Barbara County ordinances.

We believe equity and inclusion are vital to fulfill the County's mission and to embody a culture of "One County, One Future." Expanding the full range of employee talent allows the County to deliver our best to all our community members.

We believe in the dignity and humanity of all people. We strive for a healthy and prosperous society that promotes all people having equitable access and opportunity.

