



Title: **Deputy Director**
Division: Administration
Reports To: Executive Director
Supervises: Managers as assigned
Date: March 2025
Salary: \$124,284 - \$137,196 annually DOE

PURPOSE:

RiverCom is a multi-jurisdictional designated Public Safety Answering Point (PSAP) that provides emergency call-taking and dispatch services for law enforcement, fire districts and departments, public and private ambulance services in Chelan and Douglas counties.

The Deputy Director is a fulltime, FLSA exempt, at will position who reports to the Executive Director. The Deputy Director assists the Executive Director in planning, organizing, and directing the operation of the agency, and serves as the liaison with user agencies and other local, county, state and federal agencies.

Work is performed with minimal supervision subject to direction of the Executive Director. The position works independently using a significant level of discretion in the performance of work. The Deputy Director carries out duties of the position and performs work in a professional, responsible, trustworthy, and confidential manner as assigned by the Executive Director.

KEY AREAS OF RESPONSIBILITY AND ESSENTIAL JOB FUNCTIONS:

The key areas of responsibility and essential job functions of the Deputy Director may include, but is not limited to, effective and successful work performance in the following areas:

- Coordinates major projects as assigned by the Executive Director
- Plans, organizes, and supervises the work of the Operations Manager, Information Systems Manager, Radio Manager and GIS Analyst including providing leadership, mentoring, coaching, and performance evaluations
- Provides input and review of the annual budget
- Provide liaison and coordination of RiverCom 911 activities with elected County, City, and District officials, appointed fire and police chiefs and other external agencies to promote continuity of effort, efficiency of function and standardization; serve as a negotiator and mediator to resolve conflicting demands for service
- Recommends and implements improvements in organization and staff management
- Supervises and evaluates assigned staff; reviews subordinate work effectiveness. Defines and delegates authority of subordinates. Recommends pay step increases, promotions and personnel actions in conformance with collective bargaining agreements and personnel policies and procedures, oversees approval of employee leave, overtime, sick leave, scheduling, etc.
- Recommends and implements improvements in organization and staff management. Develops plans for achieving program objectives and operational goals; drafts or modifies procedures and guidelines as necessary to meet challenges, legal issues and changes. Develops short and long-range plans with input to the annual future planning process. Develops and implements project management system(s) and assigns responsibility
- Responsible for keeping abreast of related technology, equipment, trends, innovations, etc; participates in specialized training, conferences and seminars as appropriate and available. Coordinates with Information Systems Manager, Radio Systems Manager and Operations Manager for new equipment recommendations and required maintenance, repair or replacement as needed or appropriate to assure optimum performance

- Effectively coordinates work with the Executive Director; maintains ongoing proactive communication and keeps Executive Director apprised of important and emergent matters; provides regular and timely status reports
- Serves as an integral part of the management team; supports and upholds the priorities, goals, objectives, strategies, services, and programs
- Performs public speaking functions and may participate or lead various internal/external committees and user groups; represents the Executive Director and/or other RiverCom 911 management at RiverCom 911 Administrative Board meetings, or other special interest and community groups as directed
- Develops and establishes approved work rules and performance standards; initiates and executes disciplinary actions as directed; investigates and resolves employee grievances and/or other sensitive personnel matters within approved guidelines.
- Compiles and analyzes information and other data; prepares various reports and summaries related to Communication Center operations and activities; responds to subpoenas; provides court testimony as required
- Provides clarification and interpretation of laws, policies, procedures, collective bargaining agreements to maintain efficient, effective, and consistent working relationships and operations
- Maintains excellent records management systems; maintains work in a way that meets applicable public records laws and requirements
- Appears for scheduled work with regular, reliable and punctual attendance. Establishes and maintains cooperative, effective, and productive working relationships using tact, patience and courtesy. Effectively plans and organizes work and completes tasks within prescribed timeframes.
- Serve as Acting Executive Director when assigned
- Other duties and projects as assigned

GENERAL

- Coordinates work assignments with other personnel; delegates work as is appropriate
- Makes informed, sound, and timely decisions to ensure efficiency and workflow across the organization
- Conducts work in a positive, respectful, courteous, and cooperative manner
- Completes work under stressful conditions, under pressure, within fixed timeframes, and meets time deadlines
- Performs work in a highly confidential, trustworthy, and ethical manner; ability to apply a high degree of discretion in the performance of work
- Demonstrates professionalism, confidence, and poise in the performance and delivery of work
- Performs and delivers work that is accurate, detail-oriented, thorough, and complete
- Conducts work in a way that is accessible, transparent, understandable, and informative to others
- Troubleshoots and resolves issues and effectively solves problems within scope of responsibility
- Attends and participates in meetings and committees as assigned; represents the best interests of the organization and the Executive Director when attending and participating in meetings
- May be required to respond to emergent issues that arise during non-working hours
- Other duties and projects as assigned

EDUCATION, PROFESSIONAL DEVELOPMENT AND TRAINING

This position requires a commitment to learning, training, and professional development regarding scope of responsibilities.

- Willingness and initiative to complete training to further knowledge, understanding, abilities, and skills related to scope of responsibility; takes initiative and executes training initiatives to successful completion

- Attends meetings, conferences, and workshops to maintain knowledge and successfully perform scope of responsibilities
- Develops and prepares professional development and training plans for position and for assigned subordinates

REQUIRED KNOWLEDGE, SKILLS, AND CHARACTERISTICS (AS PART OF ESSENTIAL FUNCTIONS):

The Deputy Director is required to possess and maintain a high level of knowledge, skill, and proficiency in the following areas to successfully carry-out the functions and duties of the position.

Areas of Knowledge

- Thorough knowledge of E9-1-1 and NG9-1-1 elements, principals, and procedures for a public safety answering point
- Principles, practices and techniques involved in the operation of 911 emergency public safety communications systems, administration and equipment. Principles, practices and techniques of public administration
- Knowledge of public safety emergency service programs and procedures
- Knowledge of project management for major projects, including radio systems and information technology related, and working with state, federal and local grants
- Ability to plan, assign, and supervise the work of subordinates, and mentor and provide leadership to management staff
- Ability to maintain effective working relationships with the Executive Director, subordinates, local officials, representatives of other jurisdictions and the general public
- Ability to communicate clearly and effectively, orally and in writing
- Ability to initiate research and recommend actions over a range of public safety communications subjects

REQUIRED QUALIFICATIONS:

- Ability to communicate fluently in English, both verbally and in writing
- United States citizenship or Permanent Resident Card
- Valid Driver's License issued by current State of residence
- Bachelor's degree in business or public administration, communications, or a closely related field and ten (10) years of progressively responsible professional-level closely related experience in public-safety communications, including five (5) years of administrative and managerial responsibilities; or any equivalent combination of experience and education which provides the applicant with the desired skills, knowledge and ability required to perform the work
- Any combination of education or experience that provides the appropriate level of knowledge, skill, and ability to successfully perform the job
- Must be free of illegal and addictive substances for at least three (3) years prior to the date of application and for the entire term of employment; must remain free of other substances which might impair cognitive skills, driving ability, or ability to safely operate equipment during work
- Must successfully complete and pass a thorough background investigation, credit check, polygraph examination, and health and drug screening
- Required to meet the traveling requirements of the position and to maintain a valid Washington State Driver's License and the amount of auto insurance required by Washington State law throughout the term of employment
- Other qualifications as determined by management

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The position must be able to perform essential functions and job tasks with or without reasonable accommodation.

- Light lifting, carrying and pushing objects weighing up to 30 pounds
- Dexterity of hands and fingers to operate specialized communications and office equipment
- Hearing and visual acuity to successfully use equipment to perform job duties and tasks
- Sitting for extended period of time viewing a computer monitor
- Seeing to read and comprehend complex written materials
- Hearing and speaking to exchange information in person and on the telephone and social media or video-conference platforms
- Driving a vehicle to various locations, including overnight stays, to attend various national, state, regional, and local meetings, conferences, events, and activities
- Other physical, sensory and mental requirements as determined by management

The statements contained herein reflect general details describing the primary functions of this job, the level of knowledge and skills typically required, and the scope of responsibility required to fulfill the basic functions of the job. This job description is not an all-inclusive list of work requirements. Management has the right to modify this job description as determined to be necessary from time to time. This job description does not constitute a written or implied contract of employment. Employment is at will and at the sole discretion of the Executive Director.

CLOSING STATEMENT:

This job description does not constitute an employment agreement between the employer and employee and is subject to change as the needs of the employer and requirements of the job change.

Applicant:

Human Resources:

Name Date

Name Date