

## **DEPUTY DIRECTOR – MESA PUBLIC SAFETY SUPPORT**

### **JOB DESCRIPTION**

**Classification Responsibilities:** The Deputy Director – Mesa Public Safety Support (MPSS) is responsible for managing and directing the general operations of the MPSS Communication Services Division (CSD), a twenty-four hour, seven-days-per-week operation handling contacts from the public for public safety emergency and non-emergency services, information, and support; and the Performance, Quality, and Community Engagement Division which is responsible for coordinating annual strategic/work planning exercises and managing a suite of performance measures and analytics for evaluating public safety communications and forensic services outcomes and workloads. This position engages with Department leaders, City executives, and the City Council and Mayor, as appropriate, to present information on service and performance levels, and to respond to issues that may arise. The position participates in public safety governance, working with counterparts in Mesa Police Department, Mesa Fire and Medical Department, and Emergency Management to plan for and provide collaborative oversight and accountability for the City's public safety services also working with regional public safety partners and surrounding jurisdictions in accordance with established agreements. An employee in this class is responsible for developing strategic priorities and operational/work plans in alignment with Departmental priorities.

Additional duties include: preparing budget estimates and monitoring expenditures once budgets are allocated; overseeing execution of contracts for goods and services; coordinating engagement in new city-wide or public safety initiatives, special projects, committees, and work groups; assessing feasibility of regional partnerships, maintaining ongoing relationships, monitoring service delivering, and evaluating costs relative to fees collected, and supporting problem/issue resolution; working with the Department of Innovation and Technology (DoIT) and IT counterparts in MPD and MFMD to ensure availability of technology and telecommunications resources; coordinating policy development and implementation to promote standardized approaches to responding to emergency and non-emergency public contacts; overseeing the development of measurement, analytics, and reporting for assessing effectiveness and efficiency of public safety communications and forensic services; and supporting incident command management, coordinating with the City's emergency management functions to provide necessary public safety support. The Deputy Director also completes special projects and administrative work as assigned by the Director and performs related duties as required.

**Distinguishing Features:** This classification has been designated as a non-classified, non-merit system, at-will position. Work involves contact with the City's elected positions and executives, other Department Directors, jurisdictional and industry counterparts in public safety communications, media representatives, and the general public. The Deputy Director is expected to exercise considerable judgment and discretion and is held responsible for the effectiveness of division operations. Supervision is received from the MPSS Department Director who reviews work through observation of results and evaluation of reports. This class is FLSA exempt-executive.

### **QUALIFICATIONS**

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Criminal Justice, Natural Sciences, Business Administration, Public Administration, or related field. Extensive (5+ years) progressively responsible managerial, supervisory, and administrative experience.

**Special Requirements.** Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and psychological examination will be required.

**Substance Abuse Testing.** Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment/pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

**Preferred/Desirable Qualifications.** Graduation from an accredited college or university with a Master's Degree in Business, Public Administration, or related field is preferred. Experience in a public safety environment is preferred. Experience in data analytics and performance management is desirable.

## **ESSENTIAL FUNCTIONS**

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

**Communication:** Communicates with the general public, other City employees, management, public officials, vendors, contractors, and personnel from other agencies to answer questions, give direction, and explain policies and procedures. Prepares written documents, reports, proposals, letters, memos, etc., using proper sentence structure, punctuation, and grammar to convey necessary information and recommendations to management, subordinate staff, and the general public. Collects and analyzes data in order to make oral and written recommendations to management. Prepares written reports with clearly organized analysis and justification in support of operational issues. Responds to electronic and print media representatives in order to explain policy/operational issues. Provides written and verbal instructions to supervisors and staff. Represents the MPSS department and City with other groups, agencies, boards, and committees through memberships or participation in professional organizations. Prepares and reviews the following: budget recommendations for a division, statistics and reports on departmental activities, recommendations regarding performance ratings and disciplinary actions, departmental policies and procedures, management and financial reports, administrative studies, and program proposals. Makes presentations to senior staff members, City management, and City Council regarding division operations and programs.

**Manual/Physical:** Attends meetings and observes, inspects, or monitors the behavior of personnel to ensure compliance with City/Department policies/expectations, standard operating procedures, best practices, safety, health, hazards, or other regulations, standards, and guidelines. Operates a computer and variety of standard office equipment to enter data or information or perform calculations and produce reports. Prepares and/or updates schedules, graphs, and similar charts. Meets scheduling and attendance requirements.

**Mental:** Plans, organizes, and directs a series of highly technical and complex activities for Divisions within the MPSS Department. Supervises and evaluates staff performing professional, technical, and

administrative work. Prioritizes and assigns work to personnel and prioritizes own work. Monitors and/or evaluates work to assess the progress of Division operations toward meeting the Department's goals. Develops and adjusts strategy, objectives, work plans, schedules, and the commitment of resources. Coordinates communications/business services functions and work activities such as policy recommendations and budgets with other City departments, surrounding jurisdictions, the state of Arizona, and the federal government, as appropriate. Analyzes, and makes inferences from, financial and statistical data/reporting to allocate resources, make policy recommendations, manage operations, and provide information to key stakeholders. Keeps pace with federal and state regulations, technical or operational changes in the Department's program areas, and systems and software applications that support the mission. Prepares Division budgets, supports review and analysis of budget documents, and monitors expenditures of funds appropriated. Performs financial and/or cost and performance analysis of the Department's spending in program areas. Leverages external support, such as vendors and contractors, to deliver products and services and/or close resource gaps. Resolves operational, procedural, and other work-related issues such as citizen complaints and personnel issues through research, facilitation, negotiation, communication, and cooperative discussion.

**Knowledge/Skills/Abilities:**

Knowledge of:

strategic planning and performance measurement techniques, methods and practices;  
methods for evaluating program performance and outcomes;  
principles and methods of budget preparation, budget administration, and financial management;  
procurement practices and regulations, including vendor management;  
effective oral presentation techniques and report development;  
legal requirements, processes, and procedures of various units of government;  
general supervisory practices, including teambuilding and performance management/evaluation;  
state and federal grants and funding sources;  
governmental and service contract requirements;  
personal computer software for spreadsheet and database applications;  
law enforcement, fire and rescue, and emergency medical services operations;  
incident command system practices and procedures;  
emergency preparedness, management, and response practices and procedures;  
legal concepts related to public safety communications;  
universal call taking models;  
computer telephony integrated system;  
Federal Communications Commission (FCC) regulations pertaining to public safety communications; and  
the substance and intent of federal regulations pertaining to collection, storage, and dissemination of criminal history record information.

Skill in:

modern management techniques, supervisory practices, and evaluation methods;  
conflict resolution;  
operating in high pressure situations;

working with diverse groups at all levels, including the City Manager's Office, City Council, and other agencies.; and

office management, supervision, training, and personnel selection.

Ability to:

establish leadership over of one or more Divisions within a large Department, and direct staff in meeting acceptable service levels to customers;

supervise and evaluate the work of professional and technical staff;

analyze a variety of administrative, operational, and fiscal problems, and make sound recommendations for solutions;

work collaboratively with multiple groups having similar missions to achieve city-wide goals and objectives;

exercise initiative and sound, independent judgment in establishing priorities, delegating work, assessing risks, and ensuring the completion of assignments

monitor and evaluate operational activities to problem-solve and identify opportunities to improve efficiency and responsiveness;

maintain effective working relationships with elected officials, City executives, and law enforcement and fire and medical services personnel from the city, county, and surrounding jurisdictions;

negotiate and prepare governmental agreements and contracts/orders for products and services necessary to fulfill the mission of Divisions in the Department; and

participate in the formulation of division operating budgets.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

New 6/25

TR/js/ah

CS6309.doc

EEO-O/A

JOB FCTN-ADM

Non-DOT Safety and Security-Y

CDL-N

RESP-N

PAY GRADE: 63

IND-9410

SWORN-No

Non-DOT Random-N

DOT-N

INCREMENTS 43-200