

MESA PUBLIC SAFETY SUPPORT DEPARTMENT DIRECTOR

JOB DESCRIPTION

Classification Responsibilities: The Mesa Public Safety Support (MPSS) Department Director directs the functions and activities of the City's MPSS Department which is comprised of four divisions: Forensic Services; Call Center Services; Performance, Quality, and Community Engagement; and Core Services. The incumbent is responsible for the technical direction of forensic services programs and activities (example: crime scene response and processing, scientific/technical analysis, laboratory operations) in support of law enforcement activities for the Mesa Police Department, law enforcement agencies in surrounding jurisdictions, and the criminal justice community. The position has oversight responsibility, through the Department's Deputy Director position, for public safety communications, specifically the Call Center Services Division (example: handling of emergency and non-emergency calls for public safety response). This includes partnering with the Police Dispatch Division and the Fire and Medical Dispatch Division to ensure that call taking effectively supports the dispatch of public safety resources. The position also oversees the Performance, Quality, and Community Engagement Division which is responsible for evaluating performance outcomes; assessing the quality of services delivered; and coordinating with counterparts in Mesa Police Department and the Mesa Fire and Medical Department to engage with the community for outreach and education on public safety services. This Division also provides measurement and evaluation support to the Forensic Services Division. Through Core Services, the position coordinates a range of administrative responsibilities including budgeting and financial management; procurement and vendor relations; facilities management, equipment, and logistics; human resources; and clerical services. This position partners with the Department of Innovation and Technology (DoIT) to ensure the necessary telecommunications and technologies are available to support the mission.

The MPSS Department Director engages with City Management, City Council, and the Mayor, as appropriate, to present recommendations for innovating and enhancing service and performance; and to respond to issues that may arise. The position serves in a governance role, 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. This position is responsible for performing related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. The Department Director is expected to exercise considerable judgment and discretion; is responsible for accomplishing the Department's objectives; and supervises mid-managers, professionals, and paraprofessionals. Supervision is received from an Assistant City Manager who reviews work through periodic meetings, written reports, and results achieved. 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. Graduation from an accredited college or university with a Bachelor's Degree in Public or Business Administration, Natural/Life Sciences, or a closely related field. A minimum of seven years of 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 an advanced degree (example: Masters, PhD) in the fields of Forensics, Biology, Chemistry, or a related field is highly 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 in order to: direct, manage, and supervise subordinate staff and department operations; convey information; explain policies; answer questions; and respond to complaints. Prepares written documents, reports, proposals, letters, memos, etc., using proper sentence structure, punctuation, and grammar to convey necessary information and recommendations to City management, subordinate staff, and the general public. 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 City management and City Council regarding department 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 a 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 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. Coordinates program 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. Develops and adjusts strategy, objectives, work plans, schedules, and the commitment of resources. 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 the Department budget, 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. 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;
forensic services and laboratory operations;
public safety communications and public contact operations (example: call center);
community outreach, engagement, and education practices;
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:

lead/direct, manage, and coordinate activities of the Department, including developing plans and implementing practices designed to maintain Departmental operations;
supervise and evaluate the work of a 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 department 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 9/25

TR/js/ah

CS6404.DOCX

EEO-O/A

JOB FCTN-ADM

Non-DOT Safety and Security-Y

CDL-N

RESP-N

PAY GRADE: E15

IND-9410

SWORN-No

Non-DOT Random-N

DOT-N