



Stanislaus County now offers an employee bonus worth up to \$10,000 or 21 additional days of leave time!\*

*\*See inside for details*

# Deputy Director (Manager IV) Stanislaus Regional 911

\$98,508 - \$147,763 Annually

Apply by September 20, 2024

## THE DEPARTMENT

Stanislaus Regional 9-1-1 is a Joint Powers Authority (JPA) formed through an agreement between Stanislaus County, the City of Modesto, and several surrounding cities. The Stanislaus Regional 911 center serves as a communications hub, consolidated dispatch center, and Public Safety Answering Point (PSAP) for more than 22 law enforcement and fire agencies spread across the county's unincorporated regions and eight incorporated cities. Primary functions include emergency call management, dispatching services of emergency responders, call routing and transfer, coordination of emergency resources and response, and dissemination of public safety information during emergencies. The center staffs a total of 58 full-time professional and technical staff who provide operational, technical, and administrative support to manage a call volume of approximately 600,000 annually.

## THE POSITION

The incumbent will manage and lead a centralized emergency dispatch operation and perform related duties as required. The Deputy Director (Manager IV) of Emergency Dispatch is an unclassified management position. As such, the incumbents shall be considered "at will" employees of County government and are designated Management for labor relations purposes.

## THE IDEAL CANDIDATE

The ideal candidate for the Deputy Director of an Emergency Communications Center is a dynamic and seasoned leader with a deep understanding of emergency communications and a proven track record in managing complex operations. This individual is a strategic thinker who excels in both day-to-day operational management and long-term planning, with a focus on enhancing service delivery, staff performance, and technological innovation.

The ideal candidate is not only a skilled manager but also a collaborative leader who fosters a positive work environment, inspires excellence, and drives continuous improvement within the emergency communications center.

*For further information on  
SR 911, scan the QR code  
or visit [www.stan911.com](http://www.stan911.com)*



# THE TYPICAL TASKS

- Oversees the daily operations of the emergency communications center, ensuring that all systems and processes function efficiently and effectively.
- Manage the dispatching of emergency services such as police, fire, and medical, and ensure that communication protocols are followed.
- Plans and supervises the day-to-day operation of the Stanislaus Regional 9-1-1 Dispatch Center,
- Partnering with Managers and Supervisors to support the work of staff performing emergency dispatching services, as well as the administrative and support personnel necessary to operate a consolidated emergency dispatch service.
- Supervise a team of managers, supervisors, and communication staff.
- Workforce management, including staffing levels, training, and performance evaluations.
- Help develop, implement, and enforce policies and procedures that govern the center's operations.
- Staying updated on best practices and legal requirements related to emergency communications.
- Design and implement a staff development system consistent with the Agency's goals and objectives and enthusiastically promotes the professional growth and recognition of all employees.
- Assist in managing the center's budget, ensuring that resources are allocated efficiently.
- Overseeing the acquisition and maintenance of communication equipment, software, and other technological resources.
- In the absence of the Director, the Deputy Director takes charge of managing the center during crises or emergencies, making critical decisions to ensure the continuity of operations and the safety of the public.
- Represent the center in meetings, collaborations, and community outreach efforts.
- The Deputy Director plays a key role in long-term planning for the center, including the development of strategies to improve service delivery, enhance technology, and respond to emerging challenges in emergency communications. Working with the Executive Director, develops the human resource plan to support the Consolidated Emergency Dispatch services needs to include change in work design, employee development, recruitment and compensation.
- Performs internal and external customer needs assessments and establishes an effective response system for ongoing internal/external customer feedback to insure continuous improvement.
- Maintain information, prepare reports, use information and analysis to anticipate potential issues/trends, and implement appropriation actions.
- Identify and prioritize key processes for improvement based upon customer feedback/trends and develops and implements process improvement measures and controls and recommends and advises on procedures and policies required in the public interest.
- Ensure that the center meets or exceeds quality standards, implementing quality assurance programs to monitor and improve the accuracy, efficiency, and effectiveness of communication services.
- Establish operational performance indicators and measures them to ensure results.
- Foster cooperative relationships with employees, organization, promoting an interest-based problem-solving approach to resolve employee issues.
- Interaction with various stakeholders, including government agencies, emergency services, and the public.



# MINIMUM QUALIFICATIONS

## KNOWLEDGE

- Consolidated emergency dispatch operations, including staffing and methods;
- Applicable State and Federal laws regarding CLETS, communications standards and rules and regulations of the Federal Communications Commission;
- Functions of human resource development and management including work design, employee development, evaluation, recruitment, retention and recognition;
- Principles, practices, technology and trends in public safety emergency communication systems operations and administration;
- Information gathering methods and analysis, and report writing techniques.



## SKILLS/ABILITIES

- Effectively plan, develop, implement and maintain consolidated emergency dispatch services, policies and procedures;
- Meet with user committees and other agencies in resolving problems, developing programs or discussing services;
- Work effectively and cooperatively with all customers including staff, Commission members and agency partners;
- Serve as an effective leader, promoting personal responsibility, integrity and accountability;
- Provide appropriate and effective written and verbal communication including preparation of the annual report of Emergency Dispatch services;
- Create positive and optimistic work environment, maintaining the self-confidence and self-esteem of others;
- Analyzes information, anticipate potential issues and trends and make decisions based upon facts;
- Perform customer needs assessments and benchmarking and evaluate the data collected;
- Plan, direct and evaluate the work of staff engaged in all aspects of a consolidated emergency dispatch operation;
- Establish and maintain an effective response system for ongoing internal/external customer feed- back.

## EDUCATION/EXPERIENCE

- Bachelor's degree from an accredited college or university (qualifying experience may be substituted for college education on a year for year basis) AND
- Four (4) years progressively responsible supervisory or management experience in a public safety answering point which includes experience in personnel administration, or any equivalent combination of experience, education, and training which clearly demonstrates the ability to perform the typical tasks.

Note: Education may be substituted by experience on a year for year basis.

Proof of education will be required for verification purposes at the time of application. Applicants who are unable to submit proof must call 209-552-3907 to make other arrangements. Failure to submit proof will result in disqualification.



**STANISLAUS  
COUNTY HUMAN  
RELATIONS**

Take Your Place.



# JOIN OUR TEAM and receive a bonus worth **UP TO \$10,000** or 21 additional days of leave time!\*

\*EMPLOYEE CHOICE BONUS PLAN ALLOWS ELIGIBLE EMPLOYEES TO RECEIVE A BONUS WORTH \$5,000-\$10,000 OVER THREE ANNUAL INSTALLMENTS

## YOU CHOOSE: One month's worth of

Scan the QR code with a camera app to watch the Employee Choice Bonus Plan video!



### Cash Payout

Redo that kitchen or paydown debt.

*It's all yours.*



### Leave Time

Take a little extra time off and enjoy yourself.

*You've earned it.*



### Deferred Compensation

Reduce some taxable income and receive it later.

*Why not?*



**STANISLAUS  
COUNTY HUMAN  
RELATIONS**

Take Your Place.



**clubwellness**  
myclubwellness.org

# Employee Choice Bonus Plan

## UNDERSTANDING THE DETAILS



### JOIN OUR TEAM BY JUNE 30TH, 2025 TO BE ELIGIBLE!

The following Employee Choice Bonus Plan is designed to allow eligible employees, current active full-time employees or those hired full-time on or before June 30, 2025, to choose one of the three bonus incentive options (one-time option, non-revocable) they would like to receive:



#### Option 1 BONUS CASH PAYMENT

*(Default if employee declines to make a choice)*

- One month of salary (168 hours) paid in cash over three annual installments at the highest step or top of band of the classification held by the employee at each vesting date.
- Minimum amount of each payment will be \$1,666.67 and a maximum payment of \$3,333.37 (base hourly rate of pay for the classification multiplied by 56). The amount of each payment may change depending upon an employee's individual circumstances.
- Total minimum amount received will be \$5,000.01 and maximum will be \$10,000.02 paid over three installments.
- Applicable taxes will be applied and withheld.



#### Option 2 BONUS LEAVE TIME

- 168 hours of bonus leave time allocated within three annual installments.
- Bonus Leave Time would be administered in the same capacity as standard vacation including compensation rate, request and approval, and reporting expectations.
- Bonus Leave Time will have no cash value and cannot be cashed out at resignation, termination, or retirement.
- Must use the bonus leave time prior to the expiration date, as there is no carry over after the bonus leave time expires.



#### Option 3 BONUS DEFERRED COMPENSATION CONTRIBUTION

- One month of salary (168 hours) paid over three annual installments into the employee's Nationwide Deferred Compensation account at the highest step or top of band of classification held by the employee at each vesting date.
- Minimum amount of each payment will be \$1,666.67 and a maximum payment of \$3,333.37 (base hourly rate of pay for the classification multiplied by 56). The amount of each payment may change depending upon an employee's individual circumstances.
- Total minimum amount received will be \$5,000.01 and maximum will be \$10,000.02 paid over three installments.
- Applicable taxes will be applied and withheld.

### Eligibility for Employee Choice Bonus Plan



- Must be an active full-time employee on each vesting date and during the pay period of the payment date to receive each payment.
- Full-time employees on an unprotected unpaid leave on the vesting date are ineligible for that specific payment.
- Employees that separate from full-time service prior to a vesting date will no longer be eligible for that specific payment.
- Employees that receive one or two payments, separate from full-time service and then return to full-time service are excluded from eligibility to receive further payments of any kind.
- Employees that leave full-time service prior to receiving any payments, and then return to full-time service on or before June 30, 2025, are eligible to receive future payments in accordance with their new hire date.



## COMPENSATION & BENEFITS

Approximate Annual Base Salary:  
**\$98,508 - \$147,763**

The County of Stanislaus provides a competitive and comprehensive benefits package for regular full-time County Managers including:

- Excellent retirement benefits (2% at approximately age 62 formula)
- Medical, dental, vision, and basic term life insurance plans
- County paid Deferred Compensation at 1.5% of base salary
- 2 weeks annual vacation upon entering County service
- 32 additional vacation hours annually
- 56 hours administrative/management leave per year (does not carry over)
- 96 hours of sick leave annually
- 12 paid holidays annually
- \$900 annual Professional Development reimbursement
- Car allowance upon Department Head approval
- Moving allowance recruited from out-of-County
- Disability protection
- Optional participation in Flexible Spending Account programs
- Optional Supplemental Life & AD&D insurance plans
- Employee Assistance Program

Details available upon request

## RECRUITMENT INCENTIVES:

### Employee Choice Bonus Plan:

Stanislaus County now offers an employee bonus worth up to \$10,000 or 21 additional days of leave time! Visit [stanjobs.org](http://stanjobs.org) for details.

### Career Ladders:

We offer valuable tools to help plan your career with Stanislaus County. Find ways to grow and develop within the organization — from Accounting to Public Safety to IT.

### Learning Institute:

Whether you're a new employee or looking to acquire new skills, our Learning Institute offers a chance to take on new challenges and ways to consistently hone and improve skills.

## WELLNESS BENEFITS

The Mission of Club Wellness is to facilitate and encourage the "good health" of the county workforce.

"Good health" is a state of complete physical, social and mental well-being, and not merely the absence of disease or infirmity; health is a resource for everyday life, not the object of living, and is a positive concept emphasizing social and personal resources as well as physical capabilities. The program seeks to increase awareness and knowledge of all employee benefits, nurture a team spirit and positive health behaviors, to motivate employees to adopt healthier habits and to provide opportunities and a supportive environment to create positive lifestyle changes.





## **CLASSIFICATION INFORMATION**

Unless otherwise provided, this position is part of the Unclassified Service of the County and considered "at-will" for labor relations purposes. The individual selected will participate in the Stanislaus County Pay-for-Performance program, as well as receive additional benefits.

## **APPLICATION PROCEDURES/FINAL FILING DATE: SEPTEMBER 20, 2024**

Oral Examinations are tentatively scheduled for the week of October 7, 2024

Applications cannot be submitted later than 5:00 p.m. on the final filing date. Make your online application as complete as possible so a full and realistic appraisal may be made of your qualifications.

### **Resumes will not be accepted in lieu of a completed application.**

Attaching your resume and cover letter are an optional feature for those who wish to do so in addition to completing the required application. Information on your resume and cover letter will not substitute for the education, work experience and required fields on the County application. The online County application is the primary tool used to evaluate your job qualifications.

## **RECRUITMENT ACCOMMODATIONS**

Arrangements may be made to accommodate disabilities and religious convictions. Applicants requiring testing accommodations are required to complete and submit the Testing Accommodations Request Form prior to the test administration date. Special arrangements for religious convictions should be included in the "Additional Information" section of the application form.

## **GENERAL QUALIFICATIONS**

- Pass County-paid pre-employment job-related background investigation.
- Perform job duties in a manner assuring a safe working environment for oneself and others.
- Maintain confidential information according to the legal standards and/or County regulations as required.
- Valid California Driver's License and remain free from repeated preventable accidents.

## **APPLICATION AND/OR EXAMINATION APPEAL RIGHTS**

Application and/or examination results may be appealed by applicants presenting facts alleging irregularity, fraud and/or error in application screening or in exam scoring. Appeals must be in writing and submitted to the Chief Executive Officer within seven (7) days after the examination results are mailed.

## **DISCLAIMER**

Stanislaus County reserves the right to revise the examination plan described in this flyer to better meet the needs of County service. The provisions of this bulletin do not constitute an express or implied contract. Any provision contained in this bulletin may be modified or revoked without notice. The information contained in the bulletin is information which sets forth a general summary of benefits for this respective position. This information is not legally binding. The benefits and other information regarding this position may be found in the Stanislaus County Code, the Stanislaus County Personnel Policies manual, or in the applicable Memorandum of Understanding(s), and such information prevails over information contained in this flyer. Questions regarding this bulletin may be directed to the Stanislaus County Chief Executive Office/ Human Resources.