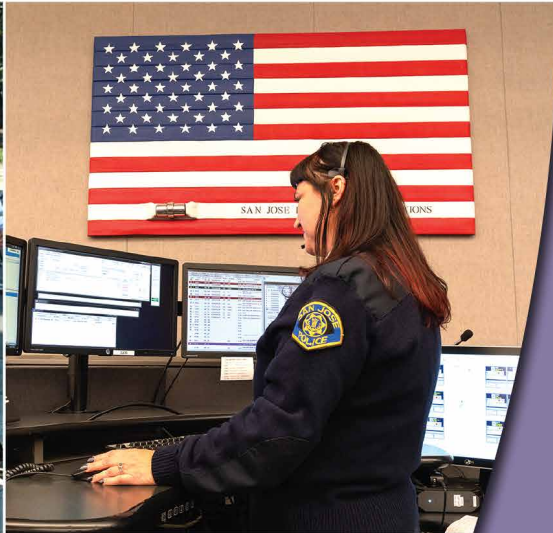


CITY OF
SAN JOSÉ , CA

INVITES YOUR
INTEREST IN
THE POSITION OF

POLICE
COMMUNICATIONS
MANAGER



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"Capital of Silicon Valley,"
the City of San José plays a vital
economic and cultural role
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region of innovation.

THE CITY

Known as the "Capital of Silicon Valley," the City of San José plays a vital economic and cultural role anchoring the world's leading region of innovation. Encompassing 181 square miles at the southern tip of the San Francisco Bay, San José is Northern California's largest city and the 10th largest city in the nation. With more than one million residents, San José is one of the most diverse large cities in the United States. San José's transformation into a global innovation center has resulted in one of the largest concentrations of technology companies and expertise in the world, including major tech headquarters like Cisco, Adobe, Samsung, PayPal, and eBay as well as start-ups and advanced manufacturing.

San José's quality of life is unsurpassed. Surrounded by the Diablo and Santa Cruz mountain ranges and enjoying an average of 300 days of sunshine a year, residents have easy access to the beaches along the California coast including Santa Cruz, Monterey, and Carmel; Yosemite and Lake Tahoe in the Sierra Nevada; local and Napa Valley wine country; and rich cultural and recreational life of the entire Bay Area region.

San José has received accolades for its vibrant neighborhoods, healthy lifestyle, and diverse attractions from national media including Business Week and Money magazines. The downtown area is home to high-rise residential projects, theaters, museums, and diverse entertainment attractions such as live music, live theater, cafes, restaurants, and night-clubs. Inquiring minds are served by the Tech Museum of Innovation, the San José Museum of Art, and many local galleries and venues. Sixteen public school districts and over 300 private and parochial schools provide residents with a range of educational choices. Universities in and near the city include San José State University, Santa Clara University, Stanford University, and three University of California campuses.

In 2011, the City adopted Envision San José 2040, a long-term growth plan that sets forth a vision and a comprehensive road map to guide the City's anticipated growth through the year 2040. The Plan proactively directs significant anticipated growth in new homes and workplaces into transit accessible, infill growth areas and supports evolution toward a more urban landscape and lifestyle. The San José area is powered by one of the most highly educated and productive populations in America. More than 40 percent of the workforce has a bachelor's degree or higher, compared with 25 percent nationally. Forty percent of San José residents are foreign born, and 50% speak a language other than English at home.

San José is proud of its rich cultural diversity and global connections, and the essential role the City plays in connecting residents and businesses to the nation and the world.

THE DEPARTMENT

The San José Police Department (SYPD) is recruiting to fill the Police Communications Manager position in the Bureau of Administration (BOA) in the Communications Division, responsible for managing the answering and dispatching of emergency 9-1-1 calls. The Bureau of Administration (BOA) is one of four bureaus within the Police Department and is comprised of the



Communications Division, Operations Support Services Division (OSSD), and the Training Division. The Communications Division is comprised of approximately 162.5 civilian employees, with a budget of \$27 million. The City will become part of the Silicon Valley Regional Communications System that is scheduled to go live in 2020 and recently passed a bond measure for physical improvements of the Police Department's Communications Center. Potential challenges for the new Police Communications Manager include a Computer Aided Dispatch (CAD) upgrade; redistricting of police channels; implementing Next Generation 9-1-1 technologies; staffing issues including hiring and retention of employees; and implementing recommendations made by the Grand Jury and City Auditor. This position is vacant due to the retirement of a long-term employee of the organization.

THE POSITION

The Police Communications Manager will report directly to the Deputy Chief of BOA and is an essential executive position within the Police Department.

The San José Police Department Police Communications Manager will be responsible for operating and managing the largest Communications Center in Santa Clara County.

The Police Communications Manager will set Division policy related to public dispatch protocol and will ensure workforce productivity through effective interpersonal skills and adherence to instituted procedures. The Manager will supervise shift managers assign and prioritize staff work, evaluate the performance of mid-level managers and monitor the evaluation process for all Division employees.

The Manager will be responsible for preparing, administering and managing the Division budget. This will include the authorization of expenditures while complying with City protocols. The Manager will ensure the budget is kept within the appropriate authorizations.

The Manager will manage all aspects of Communications projects such as CAD replacements and/or upgrades, telephone

upgrades and radio upgrades. This will be accomplished by negotiating contracts, scheduling vendors and requesting services. The Manager will be responsible for holding contractors accountable in an expeditious and efficient manner.

The Manager will prepare, and present department reports for Senior Management and City Council. This will include preparing Annual Performance Plans and Quarterly Program Management Reports that encompass measures, accomplishments and needs of the Division.

The Police Communications Manager will work closely with other Department managers and must possess strong leadership, interpersonal, decision-making and collaborative skills. The Manager must be able to develop a cohesive work environment.

The essential functions of this position are as follows:

- A history of effectively managing communications staff and working in an environment in which senior department managers regularly balance competing expectations from groups with diverse points of views and interests.
- Skill in creating new approaches to a variety of unprecedented and problematic situations.
- Ability to manage a complex and critical operation, communicate well with an experienced staff, including the oversight of a public safety communications operation for both day-to-day operations as well as future development.
- Politically astute and able to establish trust with other city departments, as well as outside public and private agencies.
- Strong leadership ability relating to employee supervision, motivation, training, and hiring, including mentoring and coaching.
- Understand and communicate information about complex systems to individuals with varying levels of experience.
- Knowledge of modern public safety systems, including Computer Aided Dispatch (CAD), 9-1-1 telephone systems, Land Mobile Radio (LMR) systems and Next Generation 9-1-1 technologies.
- Effective communication skills and approachability with staff at all levels.
- Commitment to excellence and customer service.
- Ability to clearly express ideas, verbally and in written form.
- The Division operates 24 hours a day, 365 days of the year including holidays. As such, the Manager must be available via telephone at all times and may be scheduled to work evenings, nights and/or weekends.

Competencies:

The ideal candidate will possess the following competencies, as demonstrated in past and current employment history. Desirable competencies for this position include:



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Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, citywide and departmental procedures/policies, and federal and state rules and regulations. Knowledge of modern dispatch center systems such as Next Generation 9-1-1 technologies, Computer Aided Dispatch (CAD), Land Mobile Radio (LMR) and 9-1-1 Telephone use are also desired.

Leadership - Leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, encourages and rewards risk-taking, allowing others to learn from mistakes.

Management - evaluates priorities to ensure the true top priorities are handled satisfactorily; sets clear goals for the employees and the work unit.

Maintaining Personal Credibility/ Meeting Ethical Standards -

When confronted with ethical dilemmas, acts in a way that reflects relevant law, policy and procedures, agency values, and personal values.

Analytical Thinking -

Approaches a situation or problem by defining the problem or issues; identifies a set of features, parameters, or considerations to take into account; collects and analyzes data; uses logic and intuition to arrive at conclusions and recommendations.

Communication Skills - Communicates and listens effectively and responds in a timely, effective, positive, and respectful manner; written reports and correspondence are accurate, complete, current, well-organized, legible, concise, neat, and in proper grammatical form.

Political Skill - In taking action, demonstrates an understanding and consideration of how it will impact stakeholders and affected areas in the organization.

Problem Solving - Approaches a situation

or problem by defining the problem or issue; determines the significance of problem(s); collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.

Teamwork & Interpersonal Skills - Demonstrates a positive attitude and flexibility along with the ability to develop effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.

The annual salary range for the Police Communications Manager is \$126,600 – \$177,386, dependent on qualifications and experience.

Minimum Qualifications:

Any combination of training and experience equivalent to the following:

1. Education: Bachelor's degree in Business, Public Administration, or closely related field such as Criminal Justice or Human Resources Management. The candidate must possess a bachelor's degree – training and experience will not be substituted for this requirement.
2. Experience: At least (6) years progressively responsible experience in Public Safety Communications, including three (3) years of supervisory experience.
3. Background: Submit to a personal background investigation as required by the Police Department.
4. Licenses: The San José Police Department is a California POST certified agency. The selected candidate must possess or obtain a California POST Basic Dispatcher certificate and California POST Management Certificate within 2 years of employment. Possession of a valid driver's license is also required.
5. Employment Eligibility: Federal law requires all employees to provide verification of their eligibility to work in this country. Please be informed that the City of San José will not prepare or file a labor condition application with the Department of Labor.

THE BENEFITS

The Police Communications Manager salary is supplemented by an attractive benefits package that includes:

Retirement – Competitive defined benefit retirement plan reciprocal with CalPERS; defined contribution plan available as an option.

Health Insurance – The City contributes 85% toward the premium of lowest cost nondeductible plan. There are several plan options.

Dental Insurance – The City contributes 100% of the premium of the lowest priced plan for dental coverage.

Life Insurance – The City provides a term life policy equal to two times annual salary. Long term disability and AD&D plans are optional.

Personal Time – Vacation is accrued initially at the rate of three weeks per year with amounts increasing up to five weeks after 15 years of service. Executive Leave of 40 hours is granted annually and depending upon success in the Management Performance Program could increase up to 80 hours.

Sick Leave – Sick Leave is accrued at the rate of approximately 8 hours per month.

Holidays – The City observes 14 paid holidays annually.

Deferred Compensation – The City offers an optional 457(b) plan.

Flexible Spending Accounts – The City participates in Dependent Care Assistance and Medical Reimbursement Programs.

Employee Assistance Program – The City provides a comprehensive range of services through the EAP.

TO APPLY

If you are interested in this exciting career opportunity, please apply online at:

www.bobmurrayassoc.com

**Filing Deadline:
June 12, 2020**

Following the closing date, applications will be screened according to the qualifications outlined above. The most qualified candidates will be invited to personal interviews with Bob Murray and Associates. Candidates will be advised of the status of the recruitment following finalist selection. Finalist interviews will be held with the City of San José. A select group of candidates will be asked to provide references once it is anticipated that they may be recommended as finalists. References will be contacted only following candidate approval.

If you have any questions, please do not hesitate to call Mr. Joel Bryden at:

(916) 784-9080

***The City of San José is an Equal
Opportunity Employer.***

