

JOB ANNOUNCEMENT

DEPUTY DIRECTOR- 911 OPERATIONS

Office of Emergency Management & Communications

Applications for this position will be accepted until 11:59pm CDT on 11/20/2024

Number of Vacancies: 1

Annual Salary: \$135,084 - \$152,748 (commensurate with experience)

The City of Chicago Office of Emergency Management & Communications is seeking a Deputy Director to oversee its 9-1-1 Operations division.

Some of the essential duties of this position include, but are not limited to:

- Oversees all 9-1-1 emergency functions for the department, including the administration, budget, planning, staffing, operations, and efficiency of a large call center for police, fire/EMS, and mental/behavioral health.
- Directs the development and implementation of standard operating procedures and general orders to effectively operate a 24/7/365 9-1-1 center.
- Oversees 9-1-1 management, supervisory, call taker, and dispatcher staff at the Executive level.
- Activates the proper escalation measures during emergency situations/public safety incidents, following established protocols and standard operating procedures.
- Supports planning and coordination of multi-agency operational plans for large-scale events and incidents throughout the city, including workshops and exercises related to 9-1-1 operations.
- Directs the continual development of wellness initiatives to support the mental and physical well-being of 9-1-1 employees.
- Manages 9-1-1 operations planning projects, including incorporating best practices in technology, programming, and policy to support a large 9-1-1 center.
- Oversees the implementation of upgrades to Computer Aided Dispatch software and 9-1-1 system network, including IT and operational considerations.
- Conducts research, data analysis, and prepares reports for management of best practices and new developments in the area of 9-1-1 Operations.
- Prepares executive-level reports relating to 9-1-1 Operations and implementation of priority initiatives.
- Advises on training and public information materials/education for 9-1-1 Operations.

APPLICATION PROCESS

You must submit (1) a cover letter and (2) your resume in electronic copy to:

Anna Statham
Deputy Director / Chief of Staff
Office of Emergency Management & Communications
Anna.Statham@cityofchicago.org

MINIMUM QUALIFICATIONS

Graduation from an accredited college or university with a bachelor's degree, plus at least five years of supervisory, managerial, or executive-level experience in public safety or a 9-1-1 center; or an equivalent combination of education and experience.

KNOWLEDGE, SKILLS, AND ABILITIES

Candidates should have:

- Previous experience in positions involving managing the development and implementation of policies, strategic planning and procedures for a large public safety operating department, agency, or 9-1-1 Center.
- Written communication skills (sufficient to prepare written correspondence reports and memorandums to the Executive Director and other Department heads)
- Oral communication skills (sufficient to converse with peers, superiors, subordinates, elected officials and other Department liaisons)
- Previous work experience overseeing the performance management, call efficiency, and staffing for a 9-1-1 center.
- Previous experience in planning of contingency and mitigation plans for large-scale events (including emergency planning) for a large municipality or region.
- Previous experience in coordination and/or planning of emergency procedures with neighboring regional jurisdictions during a major catastrophic event
- Previous experience in coordinating emergency operations, either in the field or within an emergency operations center or call center.
- Previous experience with implementing new technology to maximize operational efficiency.
- Experience with dealings related to Union employees and Collective Bargaining Agreements.
- Proficiency working with Microsoft Office Suite
- Ability to assess the effectiveness of division operations.
- Ability to establish division goals, objectives, policies and procedures.
- Considerable management skills.
- Considerable analytical skills.
- Excellent oral and written communication skills.

RESIDENCY REQUIREMENT

All employees of the City of Chicago must be actual residents of the City of Chicago as outlined in 2-152-050 of the City of Chicago Municipal code. Proof of residency will be required.

City of Chicago

Brandon Johnson
Mayor

Department of Law

Mary Richardson-Lowry
Corporation Counsel

Department of Human Resources

Sandra Blakemore
Commissioner