



**Director of Dispatch
City of Springfield, Massachusetts**

Position Description

The Director of Dispatch for the City of Springfield is responsible for coordinating the transition to and ongoing management of a combined Police and Fire public safety answering point (PSAP). After significant study and analysis, in February of 2009 the City of Springfield began the process of transitioning from separate Police and Fire dispatch centers to a combined operation. The Director of Dispatch will be responsible for coordinating this transition in conjunction with the Police and Fire departments. The Director of Dispatch will report to the Mayor and be supported by a Dispatch Advisory Committee composed of the Mayor, the Police Commissioner, the Fire Commissioner, the Chief Administrative and Financial Officer, the Chief Information Officer, and the Director of 3-1-1.

Summary of Duties

- Develop, implement and manage the budget, personnel, vendor contracts, and operations of the City of Springfield's combined public safety communications center.
- Create and maintain a professional, high-performing working environment, taking disciplinary action as needed to maintain that environment.
- Determine the priorities of the Department and prepare long-range plans and objectives consistent with these priorities.
- Establish, in conjunction with the Dispatch Advisory Committee, all policies and procedures necessary for the effective management and operation of the department.
- Communicate frequently with relevant personnel from the Police and Fire departments to ensure that the Dispatch Department is providing all necessary services. Investigate and resolve complaints about service received from the Police and Fire departments.
- Ensure the operation and maintenance of both a primary and a backup public safety answering point.
- In conjunction with the Dispatch Advisory Committee, develop a capital plan for the Dispatch Center and plans for the use of state and federal 9-1-1 grants.
- Participate in the design and oversee construction of a combined dispatch center.
- Provide and maintain all radio, telecommunications, audio, video, and mobile data services and facilities necessary for operating a primary public safety answering point and effectively communicating with first responders.
- Coordinate with the City's 3-1-1 Citizen Service Center to ensure that emergency calls are directed to 9-1-1 and non-emergency questions and service requests reach 3-1-1.
- Ensure compliance with all state and federal laws and regulations concerning radio and telecommunications facilities and services of the Department.
- Identify, acquire, and maintain all licenses necessary for the successful operation of the Department.

- Report regularly to the Mayor and the Dispatch Advisory Committee on the operations of the center.

Necessary Qualifications

- Demonstrated success as a manager in a public safety communications center (with at least 10 years of experience in a center and at least 5 years in a management role).
- Experience with and knowledge of CAD systems, emergency fire dispatch, emergency police dispatch, interoperability and complex emergency dispatch protocols.
- Knowledge of implementing and maintaining radio communications systems.
- Knowledge of development, implementation, and maintenance of geographic data base information.
- Knowledge of rules and regulations relative to public safety communications.
- Experience and success in personnel and financial management.
- Ability to communicate with a diverse range of stakeholders and particular experience in communicating with and responding to the needs of public safety agencies.
- Understanding of police, fire, and EMS operations.
- Experience with vendor and contract management.
- Strategic planning and project management experience and skills.
- Bachelors degree in public safety administration, business, communications or other relevant field.
- Experience in labor relations and grant-writing is desired.

To apply, please submit cover letter, resume, and three references to Human Resources, Springfield City Hall, 36 Court Street, Springfield, MA 01103. AA/EOE.