9-1-1 Public Safety Center Manager

Pinellas County, Florida

Pinellas County Government Manager Recruitment
The Community

It would be hard to find a better place to live, work and play than Pinellas County. With beaches ranked among the best in the U.S., the County is also the most popular tourist destination on the Gulf of Mexico. The diverse 24 communities range in population from more than 252,000 in St. Petersburg to slightly more than 100 living in Belleair Shore.

Pinellas offers a waterfront paradise with an extraordinary quality of life, a relatively low cost of living, diverse housing options and high-quality colleges and universities. With its outstanding cultural, recreational and sports facilities, incomparable parks and beaches, and year-round events, Pinellas provides a true resort lifestyle.

Geography and Weather

Pinellas County is located on Florida’s west coast, just west of Tampa, and is surrounded by water. From tip to tip, the County is 38 miles long and 15 miles wide at its broadest point. Pinellas covers 280 square miles. The mild sub-tropical climate is wonderful year round.

By the Numbers

- 361 average days of sunshine each year
- 81 degrees average high temperature
- 67 degrees average low temperature
- 35 miles of sugar-sand Gulf beaches
- 588 miles of coastline
- 48 golf courses
- 623 tennis courts
- 20,000 acres of park and preserve land
- 250 parks
- 47-mile Pinellas Trail
- 600+ events annually
- 22 museums
- 20 theater companies
- 15 performing arts facilities

Government

Pinellas County, with over 3,000 employees and a combined funds budget of just over $2 billion, provides a full range of traditional County and municipal services.

The Board of County Commissioners is the legislative body, and the County Administrator is responsible for the implementation of County policies.

In addition to the County Commission, there are five Constitutional Officers who are elected to administer a specific function of County government, and the Board funds all or a portion of the operational budget of each. The Constitutional Officers are the Clerk of the Circuit Court, Property Appraiser, Sheriff, Supervisor of Elections and Tax Collector.

Pinellas County’s Unified Personnel System was established in 1975 by a special act of the Florida Legislature. The Unified Personnel System is composed of 11 Appointing Authorities or organizations:

- Business Technology Services
- Clerk of the Circuit Court and Comptroller
- County Administrator
- County Attorney
- Construction Licensing Board
- Forward Pinellas
- Human Resources
- Human Rights
- Property Appraiser
- Supervisor of Elections
- Tax Collector
About the Position

9-1-1 Regional Communications Center

The Pinellas County 9-1-1 Communications Center operates as the single primary public safety answering point (PSAP) for all 9-1-1 calls originating in the County. Pinellas County Regional 9-1-1 answers over 900,000 emergency and non-emergency calls per year. Law enforcement calls made to 9-1-1, within the jurisdiction of any of the five secondary PSAPS, are transferred to the corresponding agency. All other law enforcement calls, including unincorporated Pinellas and 19 municipalities which are contracted with the Sheriff, are handled by Regional 9-1-1. Regional 9-1-1 also dispatches for 17 Fire/EMS agencies and is co-located with the Pinellas County Sheriff’s Office dispatch and Sunstar Ambulance dispatch. For Fiscal Year 2017, the adopted division budget is $14.8 million with 114 positions.

Manager

This position assists in the management and support of the 9-1-1 Regional Communications Center which includes supervising lower-level supervisors, determining proper staffing levels, coordinating with various user agencies, and developing and implementing operating procedures. The following tasks provide some examples of the work performed by the Manager:

- Plans, develops, and implements operating procedures used by emergency communications staff and coordinates changes in operating procedures.
- Supervises subordinate supervisors who assign and review work of personnel performing a variety of duties in connection with the operation of a 9-1-1 primary answering point and direct radio dispatch of fire and EMS units.
- Establishes shift assignments, writes daily work schedules, and approves vacation requests.
- Researches complaints and analyzes data for quality assurance purposes.
- Provides input regarding budgetary expenditures and procurement of services, equipment and supplies.
- Works on 9-1-1/fire/police accreditation.

Requirements

This is responsible administrative and managerial work overseeing the daily operational needs of the 9-1-1 Regional Communications Center. The incumbent makes independent decisions about work problems and interprets rules and regulations.

The candidate will possess the following minimum qualifications at the time of application:

- Five years of supervisory management experience in a combined police and fire/EMS based regional 9-1-1 center.
- Must successfully obtain and maintain required certifications including, but not limited to; Florida Department of Law Enforcement (FDLE) Criminal Justice Information Services (CJIS) Level 3 - CJIS Security & Awareness Certification; State of Florida 9-1-1 Public Safety Telecommunicator Certification; Emergency Medical Dispatch Certification from the National Academy of Emergency Dispatch; and Cardiopulmonary Resuscitation (CPR) Certification within 6 months of appointment.

The candidate is required to work:

- A variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Rotating shift, weekend, holiday, and overtime schedules.
Compensation and Benefits

The current salary range is $58,885 to $89,197. The starting salary will be commensurate with the selected candidate’s qualifications.

Pinellas County offers a comprehensive and competitive array of employee benefits including group health, paid time off, life insurance, short and long term disability, dental, vision, and more. The County participates in the Florida Retirement System which offers two options: Pension Plan or Investment Plan. The County also offers an optional deferred compensation plan (IRS Section 457) with a choice of four plan providers.

For more information about the benefits package, see www.pinellascounty.org/hr/benefits.

Important Notices

Pinellas County is an Equal Opportunity Employer and complies with the Americans with Disabilities Act of 1990.

Requests for accommodation in the application and selection process may be made to Human Resources by contacting (727) 464-3367 or emailing humanresources@pinellascounty.org.

How to Apply

The 9-1-1 Public Safety Center Manager application is found at www.pinellascounty.org/hr/employment/opportunities. Submit the completed application by 11:59 p.m. EST on August 20, 2017.

Confidentiality

Under Florida’s public records act, once a candidate has submitted a resume or application, that information is public.

Additional Information

Job Description
www.pinellascounty.org/hr/compensation/specs/10854.pdf

Safety & Emergency Services Department
www.pinellascounty.org/publicsafety

Pinellas County Government
www.pinellascounty.org

What We Offer
www.pinellascounty.org/hr/whatweoffer

Pinellas County Budget
www.pinellascounty.org/budget

About Pinellas County
www.pinellascounty.org/about_pinellas.htm

Visitor Information
www.visitspeteclearwater.com