

City of Denton, Texas
Public Safety Communications Manager

Public Safety Communications Manager, Denton, Texas (pop. approximately 131,000) - Under the direction of the Denton Public Communications Board, the Public Safety Communications Manager sets the strategic vision, goals, and objectives of the public safety answering point (PSAP), including short- and long-range planning. The incumbent provides policy recommendations to the Board and leads the implementation of procedures for the PSAP. The incumbent organizes, directs, and participates in all aspects of the PSAP, as well as ensures compliance with all state and federal guidelines and laws, overseeing third-party vendors and managing the competitive bid process. The position oversees 25 employees, and the dispatch center handles approximately 203,000 calls per year and processes 261,000 NCI and TCIS transactions per year.

Denton is located approximately 35 miles northwest of Dallas and is the county seat of Denton County. The city is just over 98 square miles and provides Fire and EMS service to a portion of the unincorporated area of Denton County. The City includes a municipally owned electric utility; an airport; three libraries; parks, trails, and recreation centers; a water park and natatorium; a 2,900-acre natural heritage area; and a resource recovery park. Its educated and creative residents value sustainability and collaboration, as evident in the City's cutting-edge practices, vibrant art and music scene, and popular hot spots and events. With two universities boasting more than 50,000 students, two hospitals, an industrial district, and a lively downtown and entrepreneurial community, Denton is one of the top 25 fastest-growing cities in the country and was ranked the No. 1 Best Small Town in America by Rand McNally and *USA Today* in 2012.

The City is seeking candidates with a commitment to honesty and transparency, a hands-on management style, with the ability to encourage a team-oriented workplace. Candidates should have four to five years of supervisory experience in a fast-paced emergency communications center. Familiarity with CJIS requirements and up-to-date knowledge of leading CAD systems and providers is also required. Additionally, familiarity with Police and Fire departments of similar size to Denton's is recommended. Significant EMS experience, specifically with priority dispatching is preferred. Experience with managing a quality assurance program and performance matrix system is also preferred.

Candidates should possess the following:

- A Bachelor's degree in Business or Public Administration or related field;
- Five (5) years of successful work experience as an Operations Manager or Senior Operations Supervisor of a public safety communications center, serving Law Enforcement and Fire/Emergency Medical Services;
- or any combination of education and experiences that demonstrate the ability to complete the work.
- Must have a valid Class "C" Driver's License and valid state required minimum automobile liability insurance prior to employment.
- Must be able to work outside of regular business hours as required.



- Must currently have a Telecommunicators license issued by the Texas Commission on Law Enforcement and or be able to obtain a license by passing the state exam within one year of employment.

Salary range is \$84,137 to \$139,667; starting salary is DOQ. The City also offers excellent benefits including Texas Municipal Retirement System with a 2-to-1 match upon retirement; an optional ICMA/RC's 457 deferred compensation plan; medical, dental, vision, life and disability insurance; vacation, sick leave, holiday, and other highly competitive benefits. Candidates should apply by June 30, 2017 with resume, cover letter, and contact information for five professional references to Joellen Earl at www.govhrusa.com/current-positions. Phone: 847-380-3238. Equal Opportunity Employer.

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