



CITY OF MINNEAPOLIS

Director of Emergency Communications (911) Position Profile

THE COMMUNITY Minneapolis is the largest city in Minnesota and the heart of cultural and economic activity for the Upper Midwest. Minneapolis is recognized as an economically-vibrant, safe, green and livable city and is frequently ranked among the top cities in the country for finding a job, making a home, getting an education and enjoying an active lifestyle. Its breathtaking natural beauty, including its 22 lakes, 170 parks, 210 miles of bike paths, and the Mississippi River, helps rank Minneapolis among the best cities in which to live.

Learn about what makes Minneapolis great.

www.minneapolis.org/visitor

THE CITY The City of Minneapolis operates with a Mayor-Council form of government. The Mayor and 13 City Council members are elected for concurrent four-year terms.



Department heads are nominated by the Mayor and appointed by the Executive Committee. The City Coordinator is responsible for the administrative operations of the City. The annual budget is \$1.7 billion, and there are approximately 4,250 employees.

THE DEPARTMENT The Director of Emergency Communications leads a department with 86 employees and an annual operating budget of more than \$10.3 million. Emergency Communications/911 is the link between the public and emergency public safety response. Professional, supportive and engaged 911 staff receive, prioritize, dispatch, and manage public safety response throughout the city. No police car, fire truck or ambulance responds to an emergency in Minneapolis unless the call has first been answered and processed by the Emergency Communications Department.

MISSION STATEMENT *Minneapolis 9-1-1 forms the vital link between the public and the emergency responders. The department strives to collect and disseminate all requests for service in a prompt, courteous, and efficient manner. The department's actions help save lives, protect property and assist the public in their time of need.*

THE POSITION

The Director leads the Minneapolis Emergency Communications Center (911 Call Center) and takes administrative responsibility for the operation, management, budget, planning, technologies and systems related to the delivery of total emergency communications support services for the Minneapolis Police and Fire Departments, and the Hennepin County Medical Services.

The Director reports to the City Coordinator and directly supervises four staff. Major responsibilities include:



- Administer all aspects of the 911 Center managing the people, processes, and technologies in order to provide emergency call answering services and emergency dispatching functions responding to those in need of police, fire, or emergency medical services.
- Work with the 911 User Board and all other stakeholders of 911 Center services through meetings and correspondence to ensure effective and efficient service to internal and external stakeholders.
- Work with the City Council and Mayor primarily for budget and performance oversight.
- Work with Information Technology on technology-related hardware and software support and with other department heads for support, strategic and tactical planning, and continuous improvement.
- Meet with 911 vendors to understand and influence future use of technology and keep abreast of state-of-the-art innovations and advances in the field.
- Serve on the Metropolitan Emergency Services Board and collaborate with other local jurisdictions and the State 911 Program on efforts to utilize technology to create efficiencies that allow operations to be most effective and efficient in all jurisdictions.
- Represent the department with professional associations for information sharing to ensure that Minneapolis is keeping abreast of changes in the field.
- Participate in and lead committee work within the City (LMC, business process improvement, IT Advisory Committee, etc.).
- Participate and lead committee work external to the City for 911 issues with professional associations, MN State Department of Public Safety, Metropolitan Emergency Services Board, Steering Committee, etc.
- Participate in labor contract negotiations for all 911 division labor contracts.
- Participate as a member of the Emergency Operations Center on the all hazards emergency planning team, including the planning for the new strategic and emergency operations with other Departments such as Regulatory Services, Minneapolis Police Department, Minneapolis Fire Department, Public Works, etc.

MAJOR AREAS OF LEADERSHIP FOCUS

Leadership of strategy, people, results and stakeholder relationships are critical to being a successful 911 Emergency Communications Director. Recently, people and strategic leadership have been identified as important key competencies:

- **FOCUS ON RESULTS:** takes initiative, drives for results, and establishes stretch goals;
- **PERSONAL CAPABILITY:** demonstrates technical/professional expertise, solves problems and analyzes issues, innovates, and practices self-development;
- **CHARACTER:** displays high integrity and honesty;
- **LEADING CHANGE:** develops strategic perspective, champions change, and connects the group to the outside world;
- **INTERPERSONAL SKILLS:** communicates powerfully and prolifically, builds relationships, develops others, inspires and motivates others to high performance, and collaborates and fosters teamwork;
- **CULTURAL AGILITY:** demonstrates an awareness of, and sensitivity to, the needs and concerns of individuals from different perspectives, cultures and backgrounds. These differences may include education, job preference, work style, race, gender, country of origin, disability, age, sexual orientation, gender identity, etc. Respects differences and adjusts behavior and communication style to best meet the needs of the group or individual. Accepts one's own cultural identity and sees the value of other points of view;
- **STRIVES TO CREATE A RACIALLY EQUITABLE WORK ENVIRONMENT:** develops policies, practices and makes strategic investments to reverse racial disparity trends, eliminate institutional racism, and ensure that outcomes and opportunities for all people are no longer predictable by race. Through consistent behaviors and actions, fosters an equitable work environment. Creates fair and just opportunities and outcomes for all people.

QUALIFICATIONS



EXPERIENCE: The ideal candidate is collaborative, has high emotional intelligence, is honest, values integrity, and is results-driven. This visionary leader has the highest standards for ethics and integrity and demonstrates exceptional business planning, communication and interpersonal competencies. The Director is agile and skilled in navigating the political environment without being political or promoting personal political views. The new Director sees opportunities where others see obstacles and is excited to meet challenges head on.

The Director will be required to possess **five years of relevant management experience** in a call center or emergency communications center and/or other customer service environment. The leader must have a proven track record of innovation, consensus-building, implementing best practices to achieve organizational goals and objectives, and measuring progress and success. The individual will also possess strong organizational development skills, a customer and partner focus, and the ability to foster an inclusive environment.

Experience working in a union environment and knowledge of day-to-day functions of 911 Dispatchers is preferred.

EDUCATION: A bachelor's degree is required in Public Administration, Business Administration, Emergency Management, Criminal Justice, or other equivalent field. A master's degree in the same areas is preferred.

COMPENSATION This appointed position has a competitive compensation package. The salary for this position ranges from \$133,969 to \$158,810 and depends on experience. Benefits include: health and dental insurance, flexible spending accounts, disability insurance, employee assistance program, vacation, sick leave, paid parental leave, pension plans, and deferred compensation retirement savings.

HOW TO APPLY The position will remain open until filled. Priority will be given to those who submit a resume and cover letter by August 31, 2021. The City has engaged Mission Critical Partners, LLC to conduct a national search for this leadership role. For more information about the opportunity, please contact Jackie Mines with Mission Critical Partners at 612-405-7829 or jackiemines@missioncriticalpartners.com. To apply and submit your resume for this opportunity, go to MissionCriticalPartners.com/Careers.