

## CITY OF MINNEAPOLIS

# Director of Emergency Communications (911)

## Position profile

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### 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](http://www.minneapolis.org/visitor)

### THE CITY

The City of Minneapolis operates with an Executive Mayor-Legislative Council form of government. The Mayor and 13 City Council members from individual wards are elected for concurrent four-year terms. The annual budget is \$1.5 billion, and there are approximately 3,700 employees. Minneapolis has faced many challenges over the past few years and is looking for employees who are committed to positive change.



### 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. We make decisions that make a difference.

### THE POSITION

The Director leads the Minneapolis Emergency Communications Center (911 Call Center) and takes administrative responsibility for the operation, management, budget, strategic operational and space planning, technologies and systems related to the delivery of total emergency communications support services for the Minneapolis Police and Fire Departments, Hennepin County/North Memorial Medical, Minneapolis Animal Care and Control and our newest partnership with Behavioral Crisis Response Services.



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



- Administer all aspects of the 911 Center, managing the people, processes, and technologies 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.
- Work with the Mayor and City Council for budget recommendation and approval.
- 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.
- 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.
- 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.

### MAJOR AREAS OF LEADERSHIP FOCUS

Leadership of strategy, people, and stakeholder relationships are critical to being a successful 911 Emergency Communications Director. These competencies are important to success:

- **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; and

- **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.

### IDEAL CANDIDATE

**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.

### QUALIFICATIONS

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 another 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 \$139,377 to \$165,222 and depends on experience. Benefits include: health and dental insurance, flexible spending accounts, disability insurance, employee assistance program, vacation, sick leave, 12 paid holidays, paid parental leave, pension plans, and deferred compensation retirement savings.

### HOW TO APPLY

The position will remain open until filled. To apply and submit your resume for this opportunity, go to the [City of Minneapolis career page](#). The City of Minneapolis is an Equal Opportunity Employer.