

## THE CANDIDATE

### MINIMUM QUALIFICATIONS

**License Required:** Possession of a valid California Motor Vehicles Operator's License. Out of state valid motor vehicle operator's license will be accepted during the application process.

**Education:** Possession of a baccalaureate degree from an accredited college or university with a major in computer science, information technology, data processing, telecommunications, electrical engineering, electronics or a closely related field.

**Experience:** Four (4) years full-time or its equivalent increasingly responsible experience providing technical telecommunications support in a public safety department which must have included responsibility for and/or experience in the use of radio/telephone transmitters and receivers, microwave equipment, data transmission systems, and computer aided dispatch system.

**Substitution:** Additional experience of the type noted above may be substituted for the required education on a year-for-year basis to a maximum of four (4) years.

### KNOWLEDGE, SKILLS AND ABILITIES

#### **Knowledge of:**

- Telecommunications principles, technology, planning and equipment used in the design, installation, maintenance and operation of telecommunications system in a public safety department
- Basic electronics theory; good knowledge of electronic communications equipment including radio/telephone transmitters and receivers and microwave, data transmission and computer-aided dispatch equipment
- The principles of supervision
- Electronic and mechanical tools
- FCC rules and regulations and other regulations and/or requirements which relate to fire service communications

#### **Abilities to:**

- Plan, organize and direct the work of others
- Understand and explain technical subject matter both verbally and in writing to non-technical personnel
- Determine appropriate course of action to ensure that fire telecommunications equipment remain in good repair
- Perform simple repair and routine maintenance on fire service electronic communications equipment
- Prepare written reports and communicate effectively both orally and in writing
- Develop and deliver effective orientation and training on telecommunications equipment and systems to departmental users and others

### MANAGEMENT STYLE AND PERSONAL TRAITS

The ideal candidate will be a decisive problem-solver who keeps senior managers informed, but can make day-to-day decisions on his/her own. The ideal candidate should have excellent customer service skills, identifying the needs of end-users and working collaboratively with the user agencies and other division heads.

## SELECTION PROCESS

**Application Screening:** Applicants are encouraged to apply on-line at [www.cccounty.us/hr](http://www.cccounty.us/hr), or, a completed Contra Costa County application and supplemental questionnaire must be received by the final filing date listed above. An application may be obtained by visiting our office at 651 Pine St., 2nd floor, Martinez, CA 94553.

**Application Evaluation:** Depending on the number of applications received, an Application Evaluation Board may be convened to evaluate and select the best-qualified candidates for an invitation to the oral interview.

**Oral Interview:** An oral interview will be conducted by a Qualifications Appraisal Board in Martinez, Ca. The Board will evaluate candidates in job-related areas. Candidates must receive a rating of at least 70 from a majority of the Board members to be ranked on the employment list. (Weighted 100%)

## BENEFITS

### **Annual Leave Program**

- 3 weeks paid vacation leave.
- 12 days of paid sick leave.
- 10 paid holidays (plus 24 hours of floating holiday time).
- 70 hours of paid administrative leave.

### **Insurance**

- Options include Kaiser Permanente, Health Net HMO, Health Net PPO, and Contra Costa Health Plan Options A & B.
- Dental options include Delta Dental and PMI Delta Care.
- Long-term disability.
- Executive life insurance of \$60,000, includes AD&D.

### **Additional Benefits**

- Vacation buy back.
- 2.5% management longevity differential after 10 and 15 years of service.
- Deferred Compensation Plan including County contribution.

## HOW TO APPLY

Apply on-line at [www.cccounty.us/hr](http://www.cccounty.us/hr). If you do not have access to a personal computer, you can apply on-line at any of the 26 community libraries located throughout Contra Costa County. To access community library locations and hours of operation, please contact the Contra Costa County Library at 1-800 984-4636, or the Richmond Public Library at 510-620-6557. With a library card, you may also reserve a computer in advance by phoning the Contra Costa County Library or visiting the website <http://www.ci.richmond.ca.us/index.asp?NID=105>. You may also apply on-line and receive a full range of services to help you find a job at any of the EASTBAY-Works One-Stop Career Centers. Visit their website at: <http://www.ehsd.org/work/work010.html>.

An application packet may be obtained from the Human Resources Department, or by calling (925) 335-1701. Completed application and supplemental questionnaire must be mailed to the Martinez office and must be postmarked no later than the filing date. Resumes are encouraged but may not be substituted for the official application form. It is the applicant's responsibility to meet final filing deadline and late applications will be disqualified on that basis. For information call: (925) 335-1701.

### **APPLICATION FILING PERIOD: AUGUST 21, 2009**

AN EQUAL OPPORTUNITY EMPLOYER -- IT IS THE POLICY OF CONTRA COSTA COUNTY NOT TO DISCRIMINATE BECAUSE OF RACE, ETHNIC, COLOR, RELIGION, GENDER, SEXUAL ORIENTATION, NATIONAL ORIGIN, AGE OR DISABILITY.

**PrintMail**  
SERVICES  
CONTRA COSTA COUNTY  
925-646-5521



Contra Costa County  
Department of  
Human Resources  
651 Pine St 2nd Floor  
Martinez, CA 94553

## CONTRA COSTA COUNTY FIRE PROTECTION DISTRICT

## FIRE DISTRICT TELECOMMUNICATIONS MANAGER

**MONTHLY SALARY RANGE \$7,215 - \$8,770  
+ COMPREHENSIVE BENEFITS PACKAGE**

**APPLICATION FILING PERIOD : JULY 27, 2009 - AUGUST 21, 2009**



# CONTRA COSTA COUNTY FIRE PROTECTION DISTRICT



## FIRE DISTRICT TELECOMMUNICATIONS MANAGER

### THE COUNTY

Contra Costa County is a growing community located directly east of San Francisco. It is one of the nine counties in the San Francisco-Oakland Bay area. The current population is over 940,000, placing Contra Costa County among the nine most populous counties in the State of California.

The County includes varied suburban, industrial, agricultural and port areas. There are 19 incorporated cities within Contra Costa County. Martinez is the County seat and the location of the County's administrative offices. The cities of Pleasant Hill, Martinez, Danville, Concord, Walnut Creek, San Ramon, Richmond and Pittsburg are each host to numerous industrial firms that have established their corporate headquarters in these communities.

Contra Costa County's varied geography and temperate climate provide its residents with an affordable choice of rural, urban and suburban lifestyles. In addition, the County has one of the State's most heterogeneous populations, rich in ethnic, cultural and socioeconomic diversity. The County has one of the fastest growing work forces among Bay Area counties, with growth in its employment base being driven primarily by the need to provide services to an increasing local population.

Contra Costa County offers a variety of cultural and recreational opportunities. In addition, all of the attractions of San Francisco are within easy driving distance, 30 to 45 minutes away and accessible through the Bay Area Rapid Transit (BART).

Contra Costa County is known for being progressive and is governed by a five-member Board of Supervisors elected by the District, on a non-partisan basis, for four-year overlapping terms. The FY 2008/2009 County operating budget is approximately \$1.3 billion, and there are about 9,000 employees in 32 separate departments.

### THE FIRE DISTRICT

The Contra Costa County Fire Protection District is a well-equipped, full-service fire agency. The District ranks among the fourteen largest metropolitan fire agencies in the state and provides fire and emergency medical services to nine cities and the unincorporated areas, serving a population of 600,000 across a 304 square-mile area with 30 fire stations. The District also provides full service to business and industry, including several petroleum refineries and chemical manufacturing plants. The District's projected total operating budget for fiscal year 2008-09 was approximately \$104 million.

In 2007, Contra Costa County Fire Protection District was dispatched to 57,428 calls for service, of which 46,882 were EMS calls. Our highly trained and skilled staff comprises some 404 personnel, including 339 uniformed/safety personnel and 65 non-safety personnel. Each three-person firefighting crew includes a paramedic. In addition to fire suppression and emergency medical services, overall capabilities and resources of the District include vehicle extrication ("jaws of life"), trench rescue, water rescue, high-angle rescue, building collapse, confined space rescue, fire and arson investigation, code enforcement, building plan review, and public education, such as Community Emergency Response Training (CERT).

The vast amount of open space throughout the District presents potential for wildland and urban interface fires, where many homes and structures border on open space. Every spring, in preparation for wildland fire season, fire district workers maintain 470 miles of fire trails and inspect thousands of parcels of land for fire risk.

### CONTRA COSTA REGIONAL FIRE COMMUNICATIONS CENTER

The Contra Costa County Fire Protection District operates a multi-agency fire and emergency medical services (EMS) communications center known as the Contra Costa Regional Fire Communications Center (CCR FCC). The CCR FCC provides fire and EMS dispatch, coordination, and technical support services to Contra Costa County Fire Protection District, Crockett-Carquinez Fire Protection District, East Contra Costa Fire Protection District, Moraga-Orinda Fire Protection District, City of Pinole Fire Department, and Rodeo-Hercules Fire Protection District.

The CCR FCC has a daily minimum staffing level of four dispatchers. All of the dispatchers work a 24-hour shift schedule. When not assigned to one of the dispatch consoles, dispatchers have scheduled rest periods in the adjacent dormitories. During rest periods, dispatchers are subject to a thirty-second recall to the dispatch center when needed.

The jurisdictional law enforcement agencies serve as the public safety answering point (PSAP) for 9-1-1 calls. Calls requiring fire or emergency medical services are then transferred to the CCR FCC via direct ringdown lines. Dispatchers are trained and certified to provide Emergency Medical Dispatch (EMD). After interrogating the caller and determining the type of problem, they provided instructions for basic medical care until the arrival of firefighters or

other EMS personnel. In 2007, the CCR FCC dispatched a total of 72,874 calls of service.

Calls received by the CCR FCC are processed and dispatched based on a pre-determined priority level ranging from Priority One (highest priority) to Priority Nine (lowest priority). The goal is to process and dispatch emergency calls in one minute or less.

### ISSUES / CHALLENGES

- Evaluate the need for modifications to the service contract for dispatch user agencies
- Interface and build relationships with the user agencies, division managers, and other end-users
- Serve as the principal Fire District representative to the East Bay Regional Communications System (EBRCS) working group
- Evaluate the performance and make recommendations on improvements to the computer aided dispatch (CAD) system from the perspective of the end-user
- Evaluate telecommunications operations to identify possible cost-saving opportunities

### THE POSITION

The Fire District Telecommunications Manager plans, coordinates, and directs the operation and maintenance of the Contra Costa Regional Fire Communications Center (CCR FCC), including radio and telephone communication systems. This includes the supervision of dispatch and other telecommunications personnel. The Fire District Telecommunications Manager reports to the Assistant Fire Chief in charge of the Support Services Division and is responsible for providing an effective, reliable District communications network to insure the comprehensive and efficient dispatch of equipment and resources. This position is subject to emergency recall and standby.

### MANAGEMENT RESPONSIBILITIES OF THE POSITION INCLUDE:

- Plans, coordinates and directs the operation and maintenance of the Contra Costa Regional Fire Communications Center (CCR FCC) including all radio and telephone communications systems
- Researches communications equipment and concepts and makes appropriate recommendations
- Assists in the evaluation and selection of contract firms providing telecommunications maintenance, repair, and installation services
- Manages telecommunication engineering design efforts of the division and assists in the construction of District telecommunication sites and structures
- Establishes and maintains liaison with the General Services

Department and intra-District liaison with all division and unit supervisors requiring telecommunications and related support services

- Provides technical management services advice and direction to the District divisions and contracting agencies on all areas of radio and telephone communications systems design, cost estimates, and equipment specifications
- Makes routine repairs or arranges for the outside repair and maintenance of communications equipment
- Investigates complaints pertaining to communications and response matters
- Advises chief officers on communications and response matters
- Coordinates the installation of communications equipment, troubleshoots and determines the causes of communications equipment malfunctions
- Advises on the proper usage of the District's assigned radio frequency resources and acts as the District's liaison with the amateur radio community
- Monitors cellular and standard telephone usage, billing and needs
- Reviews, develops and recommends appropriate station response areas and assignments
- Reviews new subdivisions and building projects for street names, addresses, and response requirements
- Instructs District personnel on the proper use and care of radio equipment and conducts formal training as required
- Assists in the development of training material and related dispatcher instruction
- Conducts informational and instructional tours of the CCR FCC
- Provides information and assistance to the public upon request
- Represents the District on communications matters before committees and organizations
- Drafts policy and division directives with respect to telecommunications policies and operations
- Prepares capital and non-capital budget requests for needed communications equipment, personnel, and supplies
- Coordinates communications activities with other agencies
- Prepares various reports and correspondence
- May respond to emergency incidents or emergency operating centers to coordinate field communications activities
- Performs dispatch duties, if necessary
- Supervises and coordinates the CCR FCC's use of the computer-aided dispatch (CAD) system, including the receipt of emergency incidents via telephone, radio, and private fire alarm systems and the dispatch of fire apparatus, personnel, emergency units, ambulances, and contract agency equipment and personnel
- Supervises Dispatchers and assigned personnel in the CCR FCC to ensure compliance with policies, procedures and methods