



THE CITY OF SAN DIEGO

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Announces an Employment Opportunity



Communications Manager

San Diego Fire-Rescue Department

An Equal Opportunity Employer – Committed to Valuing Diversity

Communications Manager
San Diego Fire-Rescue Department
Approximate Starting Salary: \$82,000 to \$102,000 annually,
depending upon qualifications and experience

THE CITY:

San Diego is the nation's seventh largest city with a diverse population of over 1.2 million residents and a land area of 342 square miles. The City is both a major tourist destination and an international trade center. There are 17 miles of coastline extending three miles off shore along Pacific Ocean beaches. In addition, there are two beautiful bays including 4,200 acres around Mission Bay Park. Despite its size, San Diego continues to have a comfortable small town atmosphere. Pleasant Weather Rating Service Poll voted San Diego as having the best year-round weather in the nation and second best in the world.

San Diego's military-based economy has diversified during the past two decades and includes significant growth in high-tech research and manufacturing, bio-tech, tourism and service businesses. Additional growth has resulted from adapting defense technologies to market-based products and during this period over 43,000 new jobs have been created in San Diego.

Because of San Diego's proximity to Mexico, the region is becoming increasingly bicultural and the City is one of the most ethnically and culturally diverse places in the nation. San Diego residents have come from all parts of the world and speak more than 100 languages. San Diego has a young population, with approximately 56 percent of its citizens under 35 years of age. San Diego is also one of the safest big cities in the United States and the healthcare system in the region is among the best in the nation.

The region is home to six professional sports teams: the Chargers (football), the Padres (baseball), the Sockers and Flash (soccer), the Gulls (ice hockey) and the Stingrays (basketball). The arts – music, dance, opera, art, film and museums – are abundant and include the San Diego Opera, the Civic Light Opera, the Master Chorale, the Chamber Music Society, the La Jolla Playhouse and the Old Globe Theater. Museums include the Museum of Art, Natural History Museum, Aerospace Museum and the Space Theater and Science Center. Other famous attractions include Sea World, the San Diego Zoo, Legoland California, Old Town State Park, Birch Aquarium at Scripps, Del Mar Thoroughbred Racetrack and Cabrillo National Monument.

San Diego is also a center for education and research, with both public and private colleges and universities. The University of California at San Diego (UCSD), San Diego State University (SDSU), and the University of San Diego (USD) are three major universities in the City. In addition, there are ten community colleges located throughout San Diego County and 540 public K-12 schools. The City of San Diego has the highest percentage of college graduates of any city in the country, with one in four residents holding a college degree.

The City of San Diego operates under a Council-Manager form of government. The City's Fiscal Year 2003 total budget is approximately \$2.1 billion, with over 11,000 highly dedicated full-time City employees. Additional information about the City of San Diego can be obtained on the City's website: www.sandiego.gov.

THE DEPARTMENT:

The San Diego Fire-Rescue Department (SDFD) protects the life and property of San Diego area residents and visitors through a variety of safety services. Serving an area of approximately 331 square miles, with a resident population of 1.2 million, SDFD includes 44 fire stations, a communication center, apparatus and equipment repair facilities, a training facility, 11 permanent lifeguard stations and 50 seasonal lifeguard towers. Fire suppression, emergency rescue, arson investigation, explosives disarmament, disaster preparedness, fire safety inspection and education programs, emergency medical transport, equipment and facilities maintenance, waterway and swimmer safety and the operation of fire communications are the major activities performed by the department. SDFD's FY 2003 operating budget is \$127.7 million, with 1,254 dedicated employees.

THE POSITION:

Under the general direction of the Assistant Chief, Support Services Division, the Communications Manager will manage and direct the operations of the Fire-Rescue Communications Division. This includes the non-emergency dispatch center of San Diego Medical Services Enterprise (SDMSE), which is co-located within the Fire-Rescue Communications Center. The division is staffed by civilian personnel including one Dispatch Administrator, one Dispatch Trainer, four Dispatch Supervisors, and approximately forty Dispatchers, Information Systems Analysts and clerical personnel. The combined budget of Communications for the City of San Diego and Rural/Metro of San Diego is \$7.8 million with 74 employees.

The Communications Manager will be responsible for establishing strategies, policy and procedures for the effective implementation of communications systems throughout the department; development of division budget; resolving issues in the provision of emergency services to the general public; functioning as the City's liaison to other San Diego County and State of California communications centers and first responder fire agencies to ensure coordination during emergency operations; negotiating vendor maintenance contracts and agreements for technical equipment needs and requests for mutual aid; and managing the continuous migration of technical equipment and department needs to ensure computer-aided dispatch and radio equipment replacement programs are developed, funded and implemented.

QUALIFICATIONS:

The ideal candidate will have proven leadership and management skills, a history of staff development experience, and be open to new ways of providing excellent customer service. In addition, candidates will have demonstrated the ability to evaluate, select and manage the operation of highly technical and complex communication systems, equipment and software; possess outstanding interpersonal skills, a track record of increasing effectiveness and efficiencies, excellent business and political acumen, effective communication skills, and will have demonstrated an appreciation for the value of diversity in creating high performing teams. This position requires an emphasis on customer service and the ability to deliver consistently on a variety of demands from the public, department management and stakeholders.

Any combination of education and experience that demonstrates qualifications may be qualifying. A typical way to demonstrate these qualifications would be: a Bachelor's degree in business administration, public administration, finance, accounting or a related field, and four years of progressively responsible public or private sector management level experience. Experience managing an emergency communications center is essential. An understanding of computer aided dispatch and 9-1-1 interface technology, and preparing communications technical equipment specifications is highly desirable. A background working in the Fire and Emergency Medical Services field is also desired. Candidates must be able to meet background standards determined appropriate by the Department for this position.

MANAGEMENT COMPENSATION AND BENEFITS:

The salary for this position is open within the listed range, depending upon the qualifications and experience of the selected candidate. In addition, the successful candidate will be eligible for participation in the City's Flexible Benefits Plan (\$4,725 annual value) which offers several optional benefit plans or a taxable cash option, supplemented by the City's Management Benefit Plan (\$3,000 annual value); paid annual leave accruing at 22 days per year for the 1st through the 15th year of service; defined benefit City retirement system (2.5% at 55) with Cal PERS reciprocity for applicants with eligible service; and optional deferred compensation and 401 (k) programs. All employees must join the City's supplemental pension savings plan, with a minimum required contribution of 3.00% salary (however, the City will match salary contributions up to 6.05%).

SELECTION PROCESS:

To be considered for this position, please submit three (3) copies of your current resume, letter of interest highlighting your relevant experience, and a list of three work related references (telephone and mailing address required) **no later than 5:00 p.m., Friday, May 2, 2003** to: **Alfredo Lopez, Assistant to the Director, Human Resources Department, 1200 Third Avenue, Suite 1316, San Diego, California, 92101-3869, Mail Station 56L**, in an envelope marked ***Confidential: Communications Manager - San Diego Fire-Rescue Department***. A limited number of candidates will be invited to participate in an interview process, anticipated to occur in mid-late May, 2003.



Human Resources Department
1200 Third Avenue, Suite 1316
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92101-3869

