



Job Opportunity for the position of  
**DIRECTOR**  
The Shasta Area Safety Communications Agency  
**(SHASCOM 9-1-1)**

The Organization

SHASCOM provides primary 9-1-1 answering and consolidated dispatch services for law enforcement, fire, and emergency medical services for the City of Redding, City of Shasta Lake, and Shasta County by way of a Joint Powers Agreement. The Board of Directors is comprised of the Shasta County Administrative Officer, Redding City Manager, Shasta County Sheriff, Redding Police Chief, or Redding Fire Chief. The Board of Directors is responsible for approval and adoption of the annual operating budget, currently \$3.9 million, and for providing oversight of the Director in establishing policies and procedures for expenditures of budgeted funds, labor management/personnel, and operations.

The SHASCOM team consists of 55 members including a Director, Public Safety Managers, Network Administrator, Administrative Support staff, Supervising Public Safety Dispatchers, and Public Safety Dispatchers. Since the Agencies served by SHASCOM vary in size and scope of responsibilities, operations staff work as call-takers and as radio dispatchers for all three disciplines. SHASCOM assists its client agencies with the identification and procurement of technology and development of policies related to communications, and houses technologically advanced communications systems. SHASCOM trains and deploys a Tactical Dispatch Team – SHASTAC. SHASCOM is located in a purpose-built facility in West Redding, housing only SHASCOM personnel and operations.

The Community

SHASCOM is located in Redding, located at the north end of the Sacramento Valley; approximately 160 miles north of Sacramento. Redding has a great climate with moderate springs and falls, warm summers with low humidity, and mild winters. Warm weather signals the start of after-work and weekend trips to the local lakes; Shasta and Whiskeytown, as well as the Sacramento River. Snow decorates nearby Mt. Shasta and Mt. Lassen year round. Snow skiing, sledding and other winter sports are abundant within a short drive. A thirty-three mile trail along the Sacramento River, numerous community parks, a world class museum and arboretum complex, Sundial Bridge, and many community events provide for a healthy environment in which to live and work. Redding is truly a fabulous location for those interested in an active outdoor lifestyle. The community offers an impressive compliment of housing in all areas and housing types: riverfront, mountain views, country acreage, and traditional subdivisions. Shasta Community College and Simpson University provide advanced educational opportunities and Chico State offers extension courses in Redding. In addition, a wide variety of cultural and community activities support a great quality of life in Redding.

The Director's Position

The Director reports to the Board of Directors and is responsible for the efficient management of SHASCOM in order to ensure quality support to member organizations, excellent customer service, and the highest level of safety for those who provide emergency services and for the public who depend on SHASCOM services. The Director's position is an executive level job, with all the associated demands and responsibilities associated with managing a "stand-alone" professional Agency.

The Director exercises considerable judgment and discretion in managing day-to-day activities: supervising management and administrative staff; interacting with other Agency executives; and the media, public, and vendors. The Director serves as the final decision maker in matters relating to budget, hiring, promotion, equipment acquisition, discipline, planning, policies, training, and goal-setting. SHASCOM is exploring the potential to add governance, planning and operational responsibilities for the region's public safety computer network and radio infrastructure, and the Director will assume any new tasks associated with this program, if implemented.

## Director's Duties

Duties performed include, but are not limited to:

- Directs, plans, and oversees the work of the Operations Manager, Support & Training Manager, Systems Administrator and Administrative Support Office, including preparation of evaluations and assignment of projects. Additional responsibility for new staff may be assigned.
- Confers and meets as needed with the Board of Directors concerning administrative and fiscal issues and makes appropriate recommendations, suggestions and decisions.
- Plans, coordinates, directs, and participates in the development and implementation of administrative, operational, and strategic goals, and objectives, policies, and procedures.
- Serves as the final arbiter in hiring, disciplinary, and labor relations decisions and actions. Works closely with employee organizations and develops methods to enhance employee relations.
- Manages the financial activities of the agency, including, but not limited to: accounting, accounts payable, accounts receivable, purchasing, fixed assets, revenue and expenditure recordation, budgeting, grants, budget controls, and strategic/business planning.
- Represents the agency at meetings, conferences and seminars with other government agencies, business groups, citizen groups, professional associations and the public. Serves as primary media and public relations contact.

## Qualifications

Knowledge of: Practices and trends in public safety and emergency communications, operations, and administration; principles and methods of 9-1-1 emergency telephone systems and standard telephone operations; federal Communications Commission Rules and Regulations pertaining to the operation of public safety dispatching centers and related radio equipment; principles of personnel management and supervision; and an understanding of the Brown Act is desirable. Knowledge of current trends in new technology, including, but not limited to, NexGen 9-1-1, Narrowbanding, VoIP, RoIP is desirable.

Education: Candidates for this position would typically possess a Bachelor's Degree, or equivalent work experience in public safety communications supervision or management, with each 2 years of work experience as a manager/supervisor in a PSAP/Communications Center equaling one year of college level study. Preference may be given to candidates with certifications for technical aspects of computer networks and/or radio systems. NENA Emergency Number Professional (ENP) certification is desirable.

Experience: Candidates shall have a minimum of six (6) years experience as a supervisor or four (4) years experience as a manager in a governmental public safety communications center; preferably a 9-1-1 primary public safety answering point (PSAP). Preference may be given to candidates with training and experience in budget management, accounting methods, employee relations, and project management. Candidates with experience in working with a Board of Directors; working in a multi-discipline consolidated communications center, and labor relations may be given preference. Experience in the planning and management of computer network systems and wireless (radio) communications systems is desirable.

Abilities: Establish and maintain cooperative working relationships with representatives of public safety agencies, a variety of local and federal agencies, subordinate staff and others. Supervise highly trained staff and make operational decisions pertaining to the assignment of personnel and work. The abilities to work long days, travel on behalf of the agency, attend training, respond at all hours to critical events, maintain a residence within the area, and make critical decisions quickly are essential. Candidates should possess the ability to develop, formulate, and write strategic and long range plans, apply for grants, and prepare high level briefings for the Board of Directors and other Executives.

## Compensation and Benefits

Salary negotiable depending on qualifications (current salary is \$80,340).

SHASCOM-paid employee share of CalPERS 2% at 55 plan retirement plan.

Shared premiums for health, vision, and dental plan, based on the agency's existing "84% of average premium" formula.

SHASCOM-paid premiums for life insurance, \$50,000 benefit.

SHASCOM-paid premiums for long-term disability insurance.

Twelve and a half fixed holidays.

Twelve days of sick leave accrued per year.

SHASCOM contributes toward health care cost after retirement.

Deferred Compensation-457 plan available for employee contribution on pre-tax basis.

No Social Security participation.

Up to 80 hours of Administrative Leave.

## Application and Selection Procedure

Final Filing Date: Apply Immediately - Open Until Filled.

To Apply: Download an application from our website at [www.shascom911.com](http://www.shascom911.com) or call 530-245-6500 to request the document by mail, and return, with your resume, and statement of current salary and benefits to:

**City of Redding  
Personnel Division  
Attn: Rosemarie Caldwell  
777 Cypress Street  
Redding, CA 96001**

Applications will be screened to determine those who are best qualified to continue in the selection process. Candidates considered qualified based on the information provided will be invited to participate in a Qualification Appraisal interview to further assess their qualifications.

A thorough background check, physical exam, and drug screen will be conducted for the final candidate.

**AN EQUAL OPPORTUNITY/FEDERAL AFFIRMATIVE ACTION EMPLOYER**