**TITLE: PROFESSIONAL STANDARDS PROGRAM MANAGER**

**REPORTS TO:** Deputy Director, CENCOM (CALEA 1.1.3)

**MAY PROVIDE DIRECTION TO:** Public Safety Communications Supervisors

**GENERAL STATEMENT: (CALEA 4.1.4a)**

This position is responsible for planning, coordinating, and managing accreditation activities and processes as well as assisting and supporting other department functions. The employee organizes work, sets priorities, makes assignments, enforces deadlines, and makes decisions based on analytical and innovative thinking within established guidelines. Employee must demonstrate a high degree of accuracy, be detail-oriented and possess highly developed time management skills; many materials require careful review and are time sensitive.

NOTE: Kitsap 911’s operational needs require that the incumbent of this class perform professional dispatch duties on a regular and frequent basis as of the effective date of this classification description. Should Kitsap 911’s organizational and staffing needs change, the incumbent’s duties will no longer include regular dispatch work, and FLSA designation will be re-examined at that time, subject to the bargaining provisions of the Collective Bargaining Agreement that governs the wages, working conditions, and terms of employment for this class. In the meantime, essential job duties include all of the dispatch responsibilities found within Public Safety Telecommunicator II and/or Public Safety Communication Supervisor classification descriptions.

**ILLUSTRATIVE EXAMPLES OF DUTIES:** (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Essential Job Functions:

Planning, coordinating, and managing accreditation activities, projects, and processes; gathering and analyzing data; monitoring and measuring adherence to standards; resolving non-compliance issues and findings; updating and maintaining policies and regulations; completing and submitting required reports and forms; preparing and maintaining appropriate reports, records, and files. Stays abreast of all aspects of the accreditation process to include proposed amendments to the standards.

Develops, writes, reviews, revises, and manages the department’s catalog of policies and tasks to ensure compliance with Commission on Accreditation for Law Enforcement (CALEA) standards; recommends changes in policies and procedures when indicated by CALEA updates, changes, or modifications; maintains a standard format for policies to be reviewed and revised on a scheduled basis; maintains accreditation files.

Conducts regular reviews with appropriate staff and revises department policy and procedures manuals and catalogs to ensure standard operating procedures are reliable and up-to-date and meet all current CALEA standards.

Coordinates on-site CALEA assessments and inspections; prepares and submits required reports and documentation to CALEA; prepares the department for re-accreditation.

Utilizes the CALEA Accreditation program to manage, create, and maintain reporting status and track responsibility requirements for each standard.

Writes/edits a variety of correspondence, reports, forms, and other materials as required.

Participates in local Police Accreditation Coalition (PAC), CALEA conferences, and mock assessments.

Assists in developing agency policies and maintains thorough knowledge of all existing agency policies, procedures and standards; ensures reference manuals, SOP manuals and directives are properly maintained; provide instruction and briefing as required.

Oversees Quality Assurance program.

**WORKING CONDITIONS/PHYSICAL ACTIVITIES:** (The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. Kitsap 911 provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office and classroom environment. Shift work, overtime and emergency response is required. Sitting while training staff is required for extended periods of time. The ability to enter dispatch information into a terminal and while training subordinates on console procedures is required. The dispatch, dispatch oversight, and training duties require the ability to precisely hear voices and respond orally in a clear manner. CENCOM is a critical 24/7 public safety agency which operates in all weather and emergency conditions. The incumbent may be required to respond regardless of external factors.

**KNOWLEDGE AND ABILITIES:**

Thorough knowledge of: The principles, practices and techniques of emergency dispatch operations, methods, procedures and equipment, to include Enhanced 9-1-1 and Computer Aided Dispatch Systems.

Working knowledge of: Management and leadership principles and practices. Developments and trends in the field of public safety dispatching. Computer operation and software. Typical public safety functions.

Knowledge of: Dispatch center equipment operation, equipment alarms, radio receiver voting systems, emergency batteries and un-interruptible power supply, back-up generator operation, master recording equipment, FAX, remote CAD system printers, etc.

Ability to: Be a self-starter. Effectively resolve procedural problems. Apply judgment and discretion while interpreting policies and procedures. Accept responsibility for decisions and actions. Effectively communicate detailed information and recommendations, both orally and in writing. Make effective training presentations. Demonstrate skill in interpersonal relations. Establish and maintain effective working relationships with co-workers, user agency personnel and the public.

**MINIMUM QUALIFICATIONS FOR PROFESSIONAL STANDARDS PROGRAM MANAGER:**

Seven years of progressively responsible emergency dispatch experience and a demonstrated aptitude/ability to write clearly, concisely, and persuasively is required. An equivalent combination of experience and education which provides the applicant with the desired skills, knowledge and ability required to perform the work may be substituted for specific experience requirements.

Associates degree or higher in public administration or related public safety field is preferred. Prior experience in writing and/or developing policies and procedures or within the field of professional standards is desirable.

**LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:**

Must be able to fulfill all travel requirements of this position, including operation of a motor vehicle on Kitsap 911 business. Incumbents are required to possess and maintain a valid Washington State Driver’s License and the appropriate level of automobile insurance.

Kitsap 911 is a critical 24/7 public safety agency which operates in all weather and emergency conditions. The incumbent may be required to respond regardless of external factors and outside of regular work hours.

Must have a private telephone line for 24-hour availability, a ready and dependable means of transportation and be willing to carry a pager and/or cellular phone.

**NOTE: A criminal background check including a national fingerprint check through law enforcement agencies and a drug test will be conducted on all successful applicants prior to their being appointed to this position.**

**This classification is:**

* Classified as eligible for overtime (non-exempt) under the Fair Labor Standards Act (FLSA)

Kitsap 911 is an Equal Opportunity Employer. (CALEA 4.1.4c)