



Heartland Communications Facility Authority

*Announcing an Outstanding
Career Opportunity for
the Position of*

Communications Director





The Opportunity

Heartland Communications Facility Authority (HCFA) is seeking a highly skilled, technically competent manager to oversee the day-to-day operations of its dispatch facility. HCFA was created in 1987 through a Joint Exercise of Powers by the Cities and Fire Protection Districts organized under California Law. There are 12 JPA members and 14 contract agencies that make up Heartland. In total, these agencies cover 2,167.5 square miles with a population of 638,150 people and, in 2007, agencies served by HCFA responded to over 52,000 fire and EMS incidents. This is an exciting opportunity for an innovative and forward thinking communications director with experience in the operations, management and technology of a 911 dispatch facility.

The San Diego Area

California's second largest city and the United States' seventh largest, San Diego boasts a city-wide population of nearly 1.3 million residents and more than 2.8 million residents county-wide. Within its borders of 4,200 sq. miles, San Diego County encompasses 18 incorporated cities and numerous other charming neighborhoods and communities.

San Diego is renowned for its Bio-technology industry, idyllic climate, 70 miles of pristine beaches, and a dazzling array of world-class family attractions. Popular attractions include the world-famous San Diego Zoo and Wild Animal Park, Sea World San Diego and Lego Land California. San Diego offers an expansive variety of things to see and do, appealing to guests of all ages from around the world.

San Diego's arts, culture, and culinary arts

are booming. The hottest new culinary arts talents prepare award-winning meals throughout the region's 6,400 eating establishments. Balboa Park, the largest urban cultural park in the United States, is home to 15 museums, numerous art galleries, beautiful gardens, the Tony Award-winning "The Globe Theatres," and the world-famous San Diego Zoo.

San Diego County also features 92 golf courses and a variety of exciting participatory and spectator sports, beachfront resorts and luxury spas, gaming, a dynamic downtown district, annual special events and unique holiday offerings, multicultural festivals and celebrations, colorful neighborhoods and communities, a rich military history and much more.

The most difficult decision to make regarding living in the San Diego area is determining what to do and see among the region's vast and diverse offerings. San Diego County promises to be a truly remarkable place to live and work for everyone.

The Dispatch Facility

The Heartland Communications Facility operates a six-position dispatch center located in El Cajon, California. El Cajon is in eastern San Diego County and is just 17 miles from the Pacific Ocean, 35 miles from the mountains, 75 miles from the desert, 27 miles from the gateway to Mexico, and 16 miles from downtown San Diego. The center is equipped with Computer Aided Dispatch (CAD) consoles, which are used for the management of all incident activities. This system has redundant computer servers for security purposes and to minimize down time. A state-of-the-art 911 telephone system interfaces directly with CAD. Additional interfaces to alphanumeric paging and fire station alerting equipment allows immediate notification to field units. The center is equipped with an 18-kva uninterruptible power supply and diesel generator. The facility meets or exceeds the National Fire Protection Association (NFPA) 1221 requirements for a fire dispatch center.

Since its inception, the JPA has worked steadily to enhance emergency communications. In 1990, HCFA installed an 800 MHz trunked radio system, which operates on the County of San Diego's 800 MHz Regional Communications System (RCS), allowing county-wide radio coverage.

HCFA utilizes trained fire dispatch staff to answer both fire and medical calls for service. All equipment and staff exceed requirements related to provision of a secondary Public Safety Answering Point, including



911 ANI/ALI displays, TDD/TYY equipment and alternated language services. All callers with medical emergencies receive emergency medical pre-arrival instructions utilizing the HCFA Emergency Medical Dispatch (EMD) program. EMD is designed to initiate medical care before the arrival of public safety personnel. Additionally, HCFA has now deployed the ProQA Medical Dispatch Priority System, a CAD-integrated program that enables dispatchers to adhere to specific medical protocols while reducing the time it takes to process requests for medical attention.

The Position

Heartland is a Joint Powers Authority organized under California Law. The Communications Director, who serves as the chief executive officer for the Authority, manages a budget of approximately \$2.2 million with a total staff up to 25 employees who provide Operational (dispatching), Technical and Administrative support. The Director reports to the Board of Chiefs, made up of the Fire Chiefs from each of the Authority member agencies, for operational guidance in managing the Authority, and to the Commission, made up of a representative from each of the elected Boards or Councils of the Authority member agencies, for strategic, budgetary and legislative guidance in managing the Authority.

The key responsibilities of the Communications Director include:

- Reports to and meets the performance objectives set by the Board of Chiefs;
- Provides oversight and management of daily operations of the communications center, including complaint investigation;
- Prepares and administers the annual budget for communication center operations, maintenance and capital improvement projects;
- Develops plans, goals and objectives for the communications center;
- Manages, schedules, prioritizes, assigns, reviews and evaluates staff and programs in such a manner as to promote efficient utilization of staff and programs;
- Makes recommendations regarding the hiring, promotion and discipline of subordinates; reviews performance evaluations prepared by subordinate supervisors; evaluates employee performance; determines staffing levels for the communications center;
- Coordinates and maintains files for all mandatory training/certifications for all communications personnel and ensures compliance with accreditation standards;



- Accumulates trends, analyses data/statistics including performance metrics call volumes, response times, and prepares related reports for the Board of Chiefs;
- Researches, identifies, and writes proposals for new technologies, systems, and equipment, including innovative concepts, policies, and methods; and
- Coordinates activities of the communications center with member agencies and other Joint Powers Authorities and assists in building relationships with other agencies to develop and support community partnerships, resources and events.

The Ideal Candidate

The ideal candidate will be a highly organized and decisive leader with superb interpersonal and communication skills, judgment, and integrity; along with an inclusive, friendly and open management style. Having substantial management experience in the emergency communications field is required and essential for the successful candidate.

The next Communications Director will also need to be energetic, self-confident, and have an open approachable personal style. He or she must be able to provide leadership that will inspire, motivate, and empower staff to achieve established goals. The position requires someone who is politically astute, with a comfort and desire to work within a multi-agency organization, and become a member of a highly respected and progressive JPA.

Other characteristics of the ideal candidate should include:

- Proactive and strategic thinking with a strong grasp of municipal finance, budgeting, and operations. The successful candidate will also direct staff to identify, research, and recommend creative options to enhance and maintain communication center operations.

Compensation

The mission of the Heartland Communications Facility Authority is to provide high quality compassionate 9-1-1 emergency dispatch services to the communities and public safety agencies we serve through cooperative, cost effective sharing of resources.

Heartland Communications Facility Authority provides a highly competitive compensation package and salary commensurate with experience and qualifications. The salary range is \$113,000 to \$125,000 annually. Includes a vehicle allowance and excellent benefits package:

- Medical, dental, and vision insurance
- Vehicle allowance
- PERS retirement (2.7% @ 55)
- Deferred Compensation plan
- Long-Term Disability plan
- Uniforms/Clothing allowance
- 14 paid holidays per year
- Paid vacation and administrative leave
- Life insurance
- Sick leave
- Tuition reimbursement

The Selection Process

This position is open until filled; however, the first review of resumes will take place during May 2008. To be considered, candidates must submit a compelling cover letter, resume, salary history, and five professional references.

Interested candidates are strongly encouraged to apply electronically via email to apply@ralphandersen.com or through our website, www.ralphandersen.com. References will not be contacted and education and employment history will not be verified until mutual interest has been established and a release form has been signed. Ralph Andersen & Associates will conduct the initial evaluation of submitted materials to determine the best overall match with the established criteria as outlined in this recruitment profile. Should you have any questions regarding this position or the recruitment process, please call Mr. Robert Burg at (916) 630-4900. Confidential inquiries are welcomed.

Qualifying Experience and Education

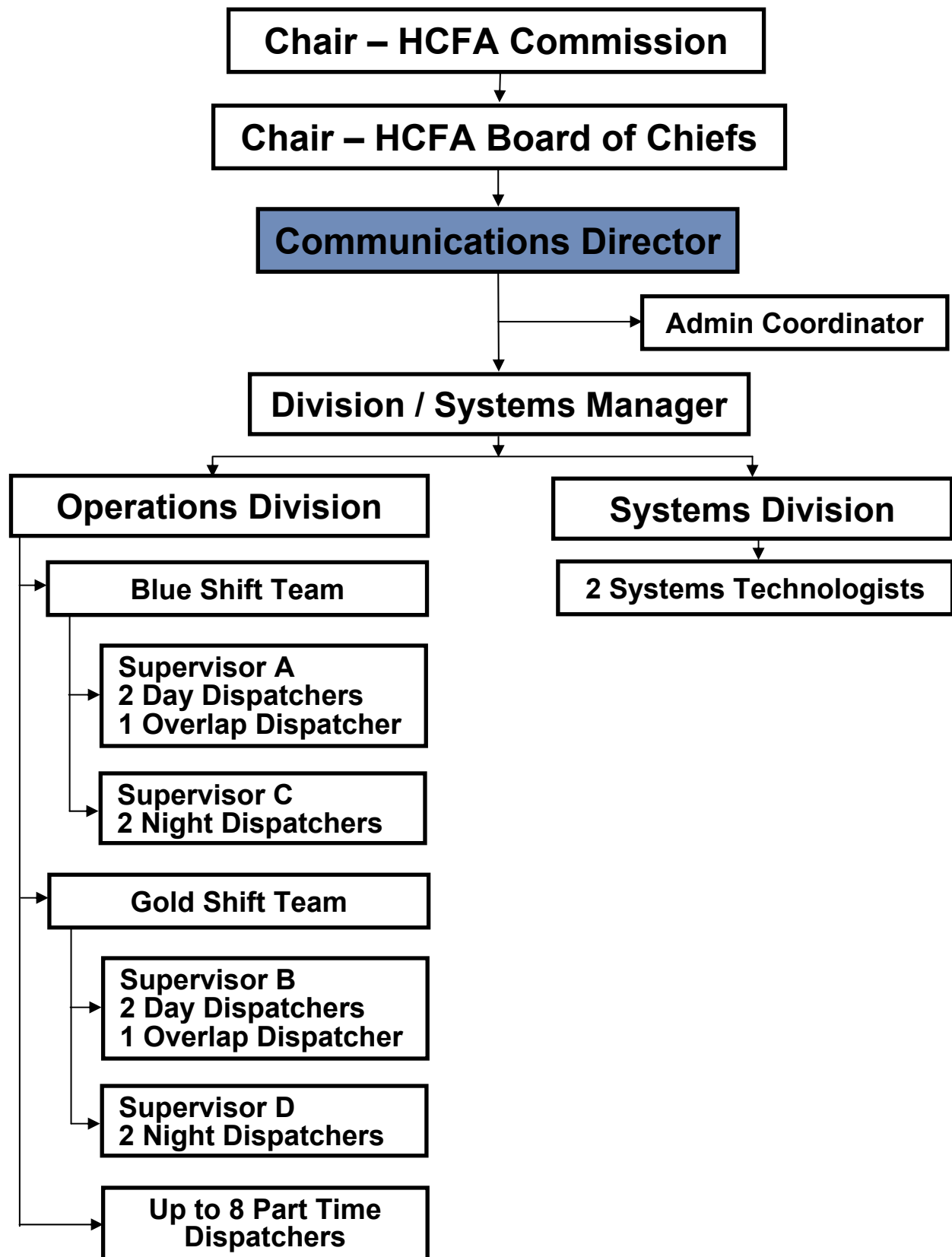
Experience – This position requires at least five (5) years of professional level supervisory and/or management experience in the emergency communications field. At least three (3) years of managerial or administrative experience within a multiple-agency organization with a reporting relationship to an elected body or board is desired.

Education – Graduation from an accredited college with course work in business administration, public administration, management, information technologies, computer science or related field is highly desirable. Possession of, or the ability to obtain prior to employment, a valid Class C California driver's license with a safe driving record is required.



Heartland Communications Facility Authority

Organization Chart



Heartland Communications Facility Authority

Member Agencies

- Alpine Fire Protection District
- Bonita-Sunnyside Fire Protection District
- City of Coronado
- East County Fire Protection District
- City of El Cajon
- City of Imperial Beach
- City of La Mesa
- Lakeside Fire Protection District
- City of Lemon Grove
- City of National City
- San Miguel Consolidated Fire Protection District
- City of Santee



Value Statement

- Public – Their needs = Our opportunity to serve
- Employees – Our most valuable asset
- Personal and Business Ethics – Do what you say you are going to do
- Public Safety Agencies – Add efficiency through cooperation
- Community – Constant consideration for our surroundings
- Creativity – Challenge the team to continuously improve