



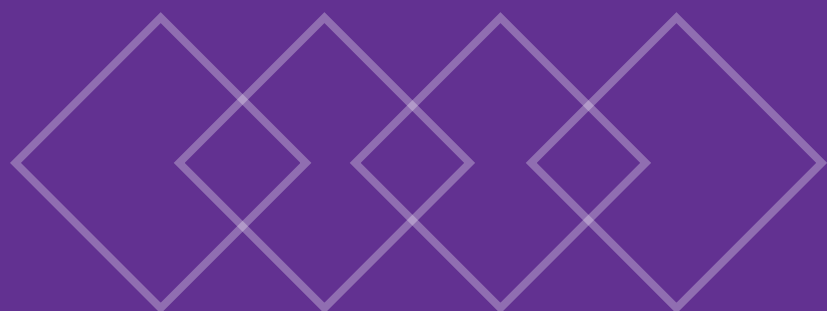
CITY OF AURORA, COLORADO
**PUBLIC SAFETY
COMMUNICATIONS
CENTER DIRECTOR**





A UNIQUE OPPORTUNITY

If you are an experienced, progressive public safety communications professional eager to lead in a values-based environment that seeks innovation, superior standards and results, then you should consider becoming part of the exceptional public safety team in Aurora.



THE CITY

Once a budding frontier town of farmers and ranchers just east of the state's capital, Aurora is Colorado's third largest city with a diverse population of more than 366,000. From agricultural outpost to military bastion, Aurora established its foundation as a driving force in the west. Located in the eastern Aurora-Denver Metropolitan Area and covering 154 square miles, the city reaches into Arapahoe, Adams and Douglas counties. Tree-lined streets, open prairie, majestic views of the mountains and ample neighborhood parks make Aurora neighborhoods a comfortable place to call home. More than 450 neighborhoods complete the fabric of the community.



As the safest large city in Colorado, Aurora enjoys a unique quality of life that blends an old-fashioned sense of community with a wide range of family-friendly outdoor and recreational activities. With more than 300 days of sunshine a year, residents and visitors have ample opportunity to get outside, stay fit and appreciate all that Colorado living has to offer. The city is home to six award-winning golf courses, numerous sports complexes, 96 top-ranked parks and 5,000 acres of natural open space where you can hike, walk, bike and fish. Art enthusiasts can experience the 240 pieces of public art displayed throughout the city, and there are also a variety of community events throughout the year.

The city has a vibrant economy and has enjoyed more than 20 years of tax stability. Home to some of the nation's top employers in aerospace and defense, bioscience, healthcare and the financial industry, Aurora offers a wide variety of job options in addition to an attractive, value-filled market for a full array of home buyers. The Aurora and Cherry Creek School Districts make top-tier public education accessible through flexible open enrollment, and the Anschutz Medical Campus composed of nationally-renowned education, research and patient care facilities provides exemplary health care options while employing more than 22,000 people and treating 1.7 million patients each year.

GOVERNANCE

The City of Aurora is a full-service city governed by a council/manager form of government, which combines the political leadership of elected officials with the managerial expertise of an appointed local government manager. The Aurora City Council is comprised of the Mayor and 10 city council members. Of those 10 members, six members represent one of the six wards that section the city. The remaining four members are elected at-large, like the Mayor, to represent the city. The City of Aurora has 30 boards, commissions, committees and authorities composed of citizen volunteers appointed by the Aurora City Council. The City Manager is appointed by and reports to the Mayor and City Council. Aurora's proposed 2019 budget of \$752.6 million includes a \$362.7 million general fund, enterprise funds and other standalone funds such as water, wastewater and golf. Aurora employs 3,094 FTEs.

PUBLIC SAFETY COMMUNICATIONS

The Aurora Public Safety Communication Division was created in 2004 by combining the communications sections of Aurora Fire Rescue and the Aurora Police Department. The center is a division of the Police Department and it's manager is a member of the Department's Executive Leadership Team.

The Public Safety Communications Division is a consolidated dispatch center with a staff of a Director, two operations managers, one manager, one administrative specialist, one senior supervisor, one training supervisor, six supervisors, and 71 telecommunicators. The center provides direct dispatch service for the Aurora Police Department and Aurora Fire Rescue.

The Public Safety Communications Division's training program is a progressive training program developed to qualify the Department's staff in all aspects of public safety dispatching. Once a telecommunicator has completed their career progression training they are fully qualified as a call-taker, services channel operator, fire dispatcher and police dispatcher.

The center operates 24 hours a day, seven days per week. In 2018, the center's staff handled more than 483,000 telephone calls, over 232,000 police calls for service and 46,600 fire calls for service.

The Director will facilitate the administrative responsibilities of the PSC Governance Committee made up of representatives from Police, Fire, Information Technology and City Management. The Governance Committee meets regularly to provide policy guidance to the PSC.

THE CORE 4

Integrity ♦ Respect ♦ Professionalism ♦ Customer Service

"Aurora is built on a set of four core values that are used to carry out our mission and vision. As ambassadors, each and every [employee] respects these principles as the cornerstone of our city. We hold ourselves accountable to them, and we use them to guide the decisions we make."

To learn more go to: www.AuroraGov.org



FIRE & RESCUE

“Exceptional Service to the Community Provided by Well-Trained Professionals”

Values

Respect - We live respect by: Valuing the worth of others, honoring diversity and difference, and practicing the Golden Rule.

Integrity - Our integrity will be paramount. We will deal honestly with everyone, be consistent in our decisions and actions, and hold ourselves accountable to one another and the community.

Professionalism - We will work together with pride, enthusiasm, and dedication to each other, the department and the community.

Customer Service - Our city will not be great for anyone until it is great for everyone. Therefore, we will live customer service through:

- Being courteous and fair to our internal and external communities
- Placing a priority on disaster prevention and quality community education
- Communicating promptly and effectively with the community
- Fairly and diligently investigating arson and other fire-related crimes in the pursuit of justice for our community members.

Vision

To be a diverse full-service organization that embraces our community through compassionate response and risk reduction.



POLICE

The Aurora Police Department is responsible for providing law enforcement services to a growing, urban/suburban community with unique and ever-changing needs. We strongly believe that the challenges facing the police department can only be addressed effectively by connecting with community leaders, school administrators, members of the business community, non-profit organizations, other government agencies, neighborhood groups and most importantly, individual citizens. It is through this spirit of partnership that we will continue to see further reductions in crime and we will enhance the quality of life for those who live, work and play in our city. The Aurora Police Department currently employs 714 officers and 232 civilians.

The Employee Support & Wellness Unit (ESWU) will create, administer, and maintain wellness programs and resources to assist all Aurora Police Department employees by providing assistance, support, and care for members' physical, emotional, psychological, and spiritual well-being; create and administer sustainable department mental and physical wellness programs; and, initiate and facilitate wellness and resiliency training for employees and the APD Academy.



Organizational Mission Statement

To make Aurora safer everyday.

Vision

Aurora will work toward being the safest large city in America. We will accomplish this by:

- Reducing crime and the fear of crime.
- Preparedness and immediate response to public safety emergencies.
- Building strong community partnerships through constitutional and respectful police service.

Organizational Goals

Aurora will be a safe city.

Core Values

Duty, Honor, Integrity

PUBLIC SAFETY COMMUNICATIONS CENTER DIRECTOR (PSCD)

The PSCD is responsible for overseeing the day-to-day operations of the Public Safety Communications Center. The PSCD coordinates and manages operations related to dispatching service and 911 communications for law enforcement, fire, and medical services, technical support, employee development and strategic planning. This position reports directly to the Chief of Police and is a member of the Aurora Police Department Command Staff.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Responsible for all staff within the Public Safety Communications Center, including: Operations Managers (Sr. Supervisors), Front Line Supervisors, and other essential personnel
- Develops and implements goals, objectives and priorities for the Public Safety Communications Center
- Creates and/or updates dispatch SOPs (Standard Operating Procedures)
- Assumes responsibility for planning and implementing resources necessary to deliver required dispatch services
- Establishes operational objectives, work plans and delegates assignments
- Involved in developing, modifying and executing strategic policies, methods, or techniques for obtaining results
- Prepares and monitors program budget, including expenditures
- Negotiates contractual arrangements
- Works in conjunction with staff from Information Technology regarding all equipment and software
- Leads and fosters a culture of consistency, accountability and continuous improvement by honoring the City's CORE4 values
- Leads and retains qualified and highly effective staff through mentoring, coaching, development and performance evaluations
- Ensures all dispatchers, call-takers, lead workers, supervisors, administrative team members and managers receive job related training
- Resolves escalated employee or citizen complaints



THE IDEAL CANDIDATE

The ideal candidate will be a present and engaged servant leader with proven communications administrative experience in a medium to large sized urban setting. The chosen candidate will exhibit technical proficiency while embracing innovation and staying abreast of new technologies. The City seeks a successful change agent, with a demonstrable history of leadership, who understands the challenges of staff management in a Communications Center environment and possesses the ability to create a supportive and productive work environment. The next Director will be a collaborative relationship builder who values the opinions of others and sharing of ideas but is comfortable in providing a dissenting viewpoint.

Impressive candidates will also exhibit the following competencies and characteristics:

- A consummate team player who values their role as part of the public safety leadership team
- Accessible and open to new ideas
- Well-networked and resourceful
- Participative, visible and involved with the workforce
- Effective, empathetic change agent
- Confident and talented problem solver
- Effective mentor and coach
- Ability to create a culture of mutual respect
- Exhibits a high level of professionalism and flawless integrity

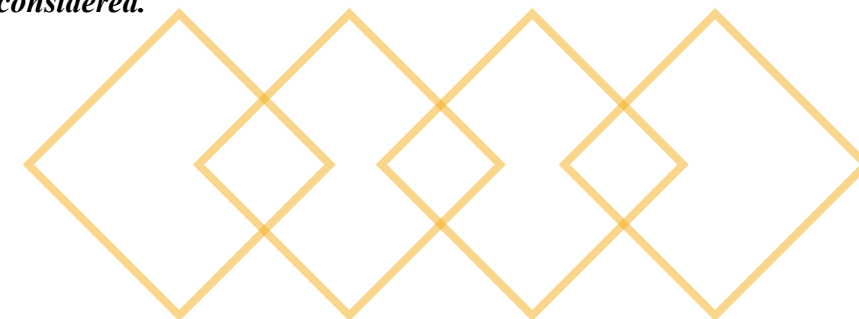
Education and Experience

Bachelor's Degree in Criminal Justice, Public Administration, Business Administration or directly related field; five (5) years of progressively responsible experience in a large 911 Communications Center that includes three (3) years supervisory or management experience. A Master's degree in Business or Public Administration is preferred.

Licenses and Certifications:

- NCIC/CCIC certification
- CPR/First Aid certification
- NIMS certification
- CJIS certification
- Emergency Medical Dispatcher (EMD) certification
- Emergency Fire Dispatcher (EFD) certification
- Emergency Police Dispatcher (EPD) certification

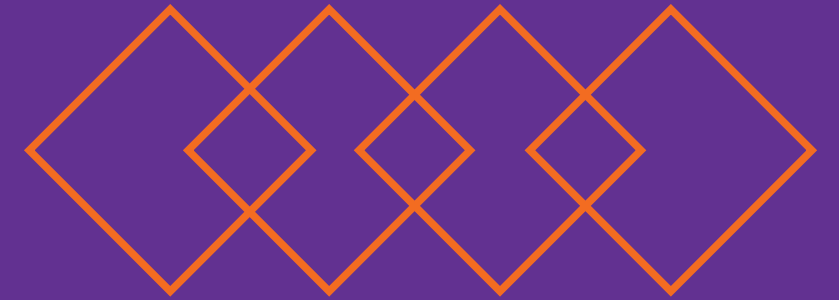
An equivalent combination of education, training and experience that demonstrates required knowledge, skills, and abilities may be considered.



COMPENSATION

The annual starting salary for this position is **\$94,758 to \$142,148**. Actual salary will be dependent on the qualifications and experience of the successful candidate. The City also offers an attractive benefit package. Additional information can be accessed at:

https://www.auroragov.org/city_hall/working_for_the_city



APPLICATION AND SELECTION PROCEDURE

To be considered for this exceptional career opportunity, submit your resume, cover letter, and a list of six work-related references (who will **not** be contacted without prior notice) by **Monday, August 19, 2019**. Resume should reflect years **and** months of employment, beginning/ending dates as well as size of staff and budgets you have managed. Please submit your materials to:

<https://executivesearch.cpshr.us/JobDetail?ID=488>

For additional information about this position please contact:

CPS HR  CONSULTING

Pam Derby
CPS HR Consulting
Tel: 916 263-1401
Website: www.cpshr.us

Resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant qualifications will be invited to interview with the consultant, following which the most qualified candidates will be referred to the City for further selection activities. A comprehensive reference and background check will be performed on final candidates.

