

Executive Recruitment for

REGIONAL EMERGENCY DISPATCH CENTER (R.E.D.)

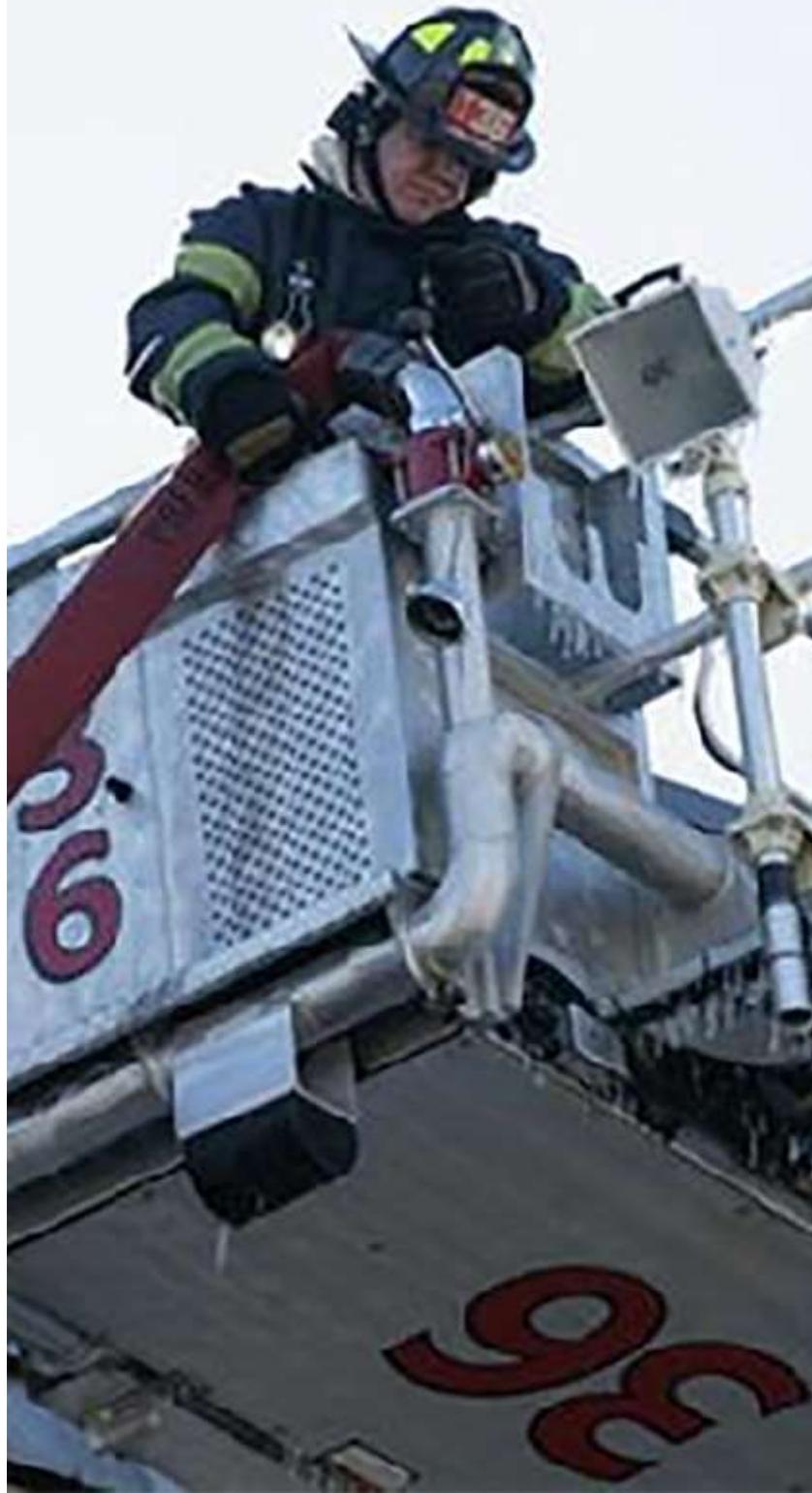
GovHR USA, LLC is pleased to announce the recruitment and selection process for the **Executive Director of the Regional Emergency Dispatch Center (R.E.D. Center)** located in **Northbrook, Illinois**. This brochure provides background information on the R.E.D. Center and on the R.E.D. Center service area, as well as the requirements and expected qualifications for the position. Candidates interested in applying for the position should submit their résumé and cover letter, along with contact information for five work-related references by **March 6, 2017** to www.govhrusa.com/current-positions/recruitment. . Please call **Joe De Lopez** or **Lee McCann** at **847-380-3240** or email any questions about this position. Thank you for your interest in this excellent opportunity!

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EXECUTIVE DIRECTOR



PROFESSIONAL ANNOUNCEMENT

The Regional Emergency Dispatch Center, R.E.D. Center, located in the northeast area of Illinois, is seeking a highly qualified and motivated individual to serve as R.E.D. Center's next Executive Director. The Executive Director reports to the Chair of the Joint Chiefs Authority (JCA). The JCA is composed of the Fire Chiefs who lead the 14 Fire Departments which comprise the current membership of R.E.D. Center. The Chiefs report to a Board of Directors (14 individuals) who are elected or appointed officials from the member municipalities/fire districts. The municipalities/fire districts are all north suburban Chicago area communities. R.E.D. Center is located in Northbrook, Illinois. In addition to the Executive Director and Assistant Director, the Center is staffed by 4 Shift Coordinators, 16 Tele-communicators, 1 full-time Alarm Management Specialist and 2 part-time Alarm Monitoring Specialists who job-share. Additional Administrative personnel include an Administrative Assistant, a Quality Assurance/Training Coordinator and an IT Services contract employee.



The R.E.D. Center and its member agencies are an integrated, multi-jurisdictional organization that provides quality and individualized fire and emergency medical services to a resident population of approximately 480,000 residents.

Successful candidates must have excellent leadership skills, including a demonstrated ability to interact positively with a variety of officials and staff during both routine and emergency situations. Strong management and interpersonal skills are absolutely necessary traits for the

Center's next Executive Director. Additionally, candidates should have experience in short and long range strategic planning that addresses operation, administration and financial planning. Knowledge of fire and emergency medical service operations and experience with quality management techniques are essential attributes. The R.E.D. Center is considering potentially expanding its mission to include local law enforcement agencies; therefore, knowledge of police operations is highly desirable.

Candidates should have a minimum of five (5) years of progressively responsible management experience with a governmental public safety organization(s) including at least three (3) years in a supervisory or command position immediately prior to application for this position. Responsible management experience in a public safety telecommunications organization is highly desired. A bachelor's degree from an accredited four (4) year college or university is preferred. A combination of associated work experience, as well as formal training and education may be considered in lieu of a bachelor's degree. A master's degree in a related field and/or certification as a Certified Public Safety Executive from APCO and/or NENA certification as a national Emergency Number Professional is highly desirable.

The annual salary range for this opportunity is \$100,776-\$135,048 depending upon qualifications. R.E.D. Center offers an attractive total compensation package including participation in the (very well-funded) Illinois Municipal Retirement Fund, medical/dental and vacation benefits, professional association membership and excellent training opportunities.

Residency: Must be able to report to the Regional Emergency Dispatch Center (RED Center) within ninety (90) minutes of notification of an emergency situation that warrants the attention of the Executive Director.

Please submit a resume, cover letter and five (5) professional references to our consultants at our on-line application system by March 06, 2017 at www.govhrusa.com/current-positions/recruitment.

Electronic submissions are required.

Interested person may make inquiries of Joseph De Lopez or Lee McCann, Vice Presidents GOVHR USA, at (847) 380-3240.

R.E.D. Center is an Equal Opportunity Employer.

R.E.D. CENTER BACKGROUND

The R.E.D. Center service area offers the best of big city and small town living. The area provides commercial, recreational, employment, industrial and business opportunities for many of the 480,000 area residents.

The Regional Emergency Dispatch Center was established in 1977 through the cooperative efforts of the participating fire departments and their parent municipalities. The fire departments currently participating in R.E.D. Center are:

- Deerfield/Bannockburn Fire Protection District
- Des Plaines Fire Department
- Lincolnshire/Riverwoods Fire Protection District
- Long Grove Fire Protection District
- Morton Grove Fire Department
- Niles Fire Department
- North Maine Fire Protection District
- Northbrook Fire Department
- Northfield Fire Department
- Park Ridge Fire Department
- Prospect Heights Fire Protection District
- Wheeling Fire Department
- Wilmette Fire Department
- Winnetka Fire Department

Since its inception in 1977, R.E.D. Center has continued to excel in its ability to provide fast, effective EMS and fire re-sponse to emergencies. When R.E.D. Center started, it was located in the Niles Fire Department. In 1981, it relocated to the basement of Glenview Fire Station 6. With the addition of 911 systems in 1991, R.E.D. Center became a secondary Public Safety Answering Point (PSAP).

Early in 1998, based on the increase in call volume and the limited space available in Glenview, the Chiefs of the member de-partments began researching sites for a new facility. The current facility in Northbrook, Illinois, which began opera-tions in December of 2001, dramatically increased the size, expandability, and function-ality of the operation. The center contains six fully functional workstations, each using PC-based phone, radio, and Computer Aided Dispatch (C.A.D.) systems. This facility pro-vides the staff with such amenities as a kitchen, locker room, and break room. This allows the center to be a self-suffi-cient and secure facility.

The dispatch office is staffed twenty-four hours a day, with a minimum of four tele-communicators per shift. These professionals are also certified in Emergency Medical Dispatch (E.M.D.). This allows the tele-communicators to provide key medical assistance in an emergency, including pre-arrival instructions for CPR, choking, and childbirth. The Illinois Department of Public Health recognized R.E.D. Center as the first dispatch center certified to perform E.M.D. There is a detailed quality assurance process to monitor E.M.D performance, and R.E.D Center continues to excel in this area.

The R.E.D. Center operates one of the most sophisticated and technically advanced fire communication centers in the metropolitan area. Utilizing a computer-aided dispatch system, once an address is entered, the computer determines the location of the alarm and the closest appropriate emergency vehicle. If a vehicle is unavailable due to another alarm, it is automatically replaced with the next closest vehicle.



Many additional programs have been developed through the cooperative efforts of the member departments, which benefit all of the communities involved in RED Center. Some examples of these programs are:

- A joint purchasing program has been established.
- RED departments participate in combined training programs and cross-training of personnel which improves joint emergency operations.
- Members cooperatively share reserve apparatus as needed.

The high level of service provided to the fire departments and districts is due to the dedication to excellence of each of the R.E.D. Center staff members. The person selected as the next Executive Director will be expected to continue this high level of service and to plan for the new challenges of the future.

In addition to the activities and functions identified above, R.E.D. Center serves as the headquarters and divisional dispatching center for Division-3 of the Mutual Aid Box Alarm System (M.A.B.A.S.). Division-3 is made-up of seventeen fire departments in an area north of Chicago and immediately west of Lake Michigan. The purpose of M.A.B.A.S. is to provide the immediate assistance of equipment and trained personnel to any jurisdiction experiencing a large emergency or multiple simultaneous emergencies. All radio communications and additional requests are coordinated by R.E.D. Center.

The staff of the dispatch office is also responsible for the coordination of any suburban response into the City of Chicago for any incident north of 22nd Street, as well as any suburban response to an incident at O'Hare International Airport.

R.E.D. Center was also chosen by the State of Illinois to serve as the primary dispatch center for the coordination of any statewide responses of firefighting personnel and equipment, EMS personnel and equipment, hazardous materials response teams, and/or technical rescue teams. When mobilization of these resources is made in response to the direction of the Illinois Governor's office, R.E.D. Center coordinates the responses of these units to any natural or man-made disaster and any incident of terrorism within the State of Illinois or to another state as requested through a federal state-to-state mutual aid system.

The highly progressive Board of Directors and Joint Chiefs Authority remain committed to laying the groundwork for additional improvements that will insure R.E.D. Center's continued progress and further success.



CHALLENGES AND OPPORTUNITIES

The next R.E.D. Center Executive Director will report to the R.E.D. Center Board of Directors and the R.E.D. Center Joint Chiefs Authority (JCA) Committee, and can expect to work with internal and external stakeholders to develop strong working relationships and lasting partnerships. The Executive Director must support the efforts of R.E.D. Center members and their Public Safety partners to provide safe communities. The Director must be sensitive to the individual needs of each community served by R.E.D. Some of the challenges and opportunities that the next Executive Director will experience are:

- ◆ Reviewing and evaluating the current business model and making strategic recommendations to the JCA that will retain current membership and enhance the ability to expand membership to include police department partners.
- ◆ Managing personnel development and training needs and establishing succession planning and career development for employees.
- ◆ Planning for implementation and compliance with Next Generation 911 (NG911).
- ◆ Anticipating equipment technology needs and coordinating acquisition of hardware and software to maintain state of the art communications compliance and capabilities.
- ◆ Collaborating with the JCA to identify and adopt state of the art technology in the rapidly evolving tele-communications environment.
- ◆ Establishing a vision for resolving financial needs, funding issues and coverage of operating costs to ensure long-term viability for R.E.D.
- ◆ Keeping R.E.D Center financially competitive.
- ◆ Identifying potential new and alternative sources of funding and revenue.
- ◆ Maintaining a thorough knowledge of industry technology standards.
- ◆ Planning and scheduling appropriate on-going training for all R.E.D. Center staff to ensure that skills and proficiencies are maintained and enhanced.

- ◆ Providing fire department and district customers with effective data and statistics to facilitate their missions safely and efficiently.
- ◆ In collaboration with the JCA, overseeing the hiring, training, certification and probationary period for all new tele-communicators.
- ◆ The successful candidate will have the opportunity, and be expected, to participate in organizations such as APCO, NENA and other industry standard organizations.
- ◆ Supporting and coordinating enhanced emergency preparedness activities during times when suburban fire departments are activated for response to incidents at O'Hare International Airport, certain suburban responses to incidents within the City of Chicago, and other declared state of Illinois emergencies.
- ◆ Recognizing and appreciating the challenges and benefits of the diverse age range of employees, and being a dynamic leader who can lead all employees in a progressive manner.

EXECUTIVE DIRECTOR POSITION

The Executive Director is appointed by the Joint Chiefs Authority with approval of the Board of Directors. The JCA is seeking candidates with a proven track record of managing a large call volume public safety communications center. In addition, successful candidates should have a thorough knowledge of the Illinois Telephone System Act. Experience working for a Board of Directors is desirable. Successful candidates also must have excellent leadership, management and interpersonal skills, including the demonstrated ability to interact

positively with a wide variety of officials and staff during emergency service situations. Knowledge of police and fire operations and experience with quality management techniques are essential qualities. A Bachelor's degree and certification as a public safety communications professional are also highly desired.

CANDIDATE QUALIFICATIONS AND TRAITS

Education and Experience (Not in order of importance)

- ◆ Possess a bachelor's degree in Fire Science, Fire Protection Engineering, Communications Management, Public Administration or an equivalent field of study from an accredited college or university. A Master's Degree in Communications Management, Public Administration, Business Administration, or related field, is a plus. Certification as a Certified Public Safety Executive (CPSE) by the Association of Public Safety Communication Officials (APCO) and as an Emergency Number Professional (ENP) by the National Emergency Number Association (NENA) is also preferred.
- ◆ Successful candidates must have a minimum of five (5) years closely related experience, with at least three (3) in a public safety communications command, management or supervisory capacity.
- ◆ Must have experience and demonstrated abilities for effectively managing situations involving staffing, scheduling, the Fair Labor Standards Act (FLSA), Family Medical Leave Act (FMLA) events, and relevant Federal Employment Laws.



- ◆ Experience in the administration of labor agreements, personnel attrition and succession planning and preparation.
 - ◆ Should have a thorough knowledge and understanding of the Illinois Telephone Systems Act, as well as related local, State and Federal legislation related to Emergency Communications.
 - ◆ Should be capable of providing progressive leadership, and expert managerial and technical guidance for R.E.D. Center employees.
 - ◆ Should have demonstrated an active participation in Professional Telecommunications organizations such as the Association of Public Safety Communications Officials (APCO), and National Emergency Number Association (NENA), or other similar trade groups.
 - ◆ Must have knowledge of Next Generation 911 (NG911).
 - ◆ Must possess or be able to obtain Illinois Department of public Health Emergency Medical Dispatch certification.
 - ◆ Must be certified in Cardio Pulmonary Resuscitation (CPR) within 6 months of hire.
 - ◆ Must possess, or have the ability to obtain, a valid Illinois driver's license.
 - ◆ Must have a thorough knowledge of radio and telephone equipment specialized for 911 systems, including trunking, routers, automatic number identification (ANI), automatic location identification (ALI), computer aided dispatch (CAD) software, computer hardware, call checks, voice logger, radio consoles with more than 13 frequencies, G3406 generator, Halon fire suppression system, water sprinkler system, fire extinguishers, 911 call boxes, and boiler and air chiller units.
 - ◆ Possess a thorough knowledge of local government emergency communication policies and procedures, including criminal justice practices and security operations.
 - ◆ Have a thorough knowledge of specialized testing techniques for electronic communication equipment.
 - ◆ Knowledge of governmental principles and practices regarding finances, to include fiscal planning, budgetary and procurement procedures.
 - ◆ Ability to communicate orally and in writing with consultants, planners and elected officials.
 - ◆ Ability to supervise, coordinate and communicate orally and in writing with a professional and technical staff.
 - ◆ Ability to prepare written reports.
 - ◆ Ability to give oral presentations to various and diverse audiences.
 - ◆ Skilled in the operation and care of a personal computer.
- ### **Management and Leadership Style (Not listed in order of importance)**
- ◆ Have complete personal and professional integrity, inspiring the confidence of R.E.D. Center employees, members, elected and appointed officials, as well as the public.
 - ◆ Be a person who is positively recognized and respected in her/his profession.
 - ◆ Be easily accessible and approachable; demonstrate flexibility when appropriate in the application of principles that guide the organization.
 - ◆ Have the maturity and self-confidence to firmly and diplomatically present professional views, concerns, and implications of proposed policy actions that may be under consideration, while also being committed to carrying out final decisions in a timely, professional, and impartial manner. Develop a professional relationship with the JCA that fosters transparent and effective communication.
 - ◆ Be an articulate and effective communicator, both orally and in writing; be thoroughly knowledgeable of R.E.D. Center matters at all times.
 - ◆ Be an effective delegator, allowing latitude to staff to carry out their responsibilities independently while remaining knowledgeable and accountable for R.E.D. Center operations. Assure that supervisors are being developed and delegated responsibilities that will enhance the quality of public safety communication services provided by R.E.D. and avoid micromanaging.
 - ◆ Have a team management orientation and the ability to work with the JCA and R.E.D. staff and other public safety partners in an effective, harmonious manner.

- ◆ Have an open, friendly personality and management style and be one who can establish trust quickly with others.
- ◆ Maintain a calm demeanor during times of stress, providing thoughtful guidance to employees, the JCA and elected officials.
- ◆ Regularly demonstrate good listening skills and a willingness to work out challenges in a collegial, respectful manner.
- ◆ Be comfortable in serving diverse communities that expect a high level of individualized services and responsiveness on the part of staff and employees.
- ◆ Be a creative yet fiscally prudent problem solver who assists the JCA with budget issues, questions and challenges. Be creative in seeking out alternative revenue sources for R.E.D. Center programs and operations.
- ◆ Demonstrate and embrace a “vision” for the future of Emergency Communications and 911 issues and operations.
- ◆ Be able to function in a team environment and be a team oriented leader.





RED CENTER ORGANIZATIONAL CHART

