

CITY OF HUTCHINSON/RENO COUNTY, KANSAS
**EMERGENCY
COMMUNICATIONS DIRECTOR**



EXECUTIVE RECRUITMENT



CITY OF HUTCHINSON/RENO COUNTY, KANSAS EMERGENCY COMMUNICATIONS DIRECTOR

THE COMMUNITY

Hutchinson, a regional hub and destination community of over 40,600 with an area of 20.94 square miles, is the county seat of Reno County located just 45 miles northwest of Wichita, Kansas. Reno County is a rich agricultural area has long been one of the primary salt producing areas in the country. Hutchinson benefits from an extremely diverse economic base and in 2021 was ranked 27 among the top 100 micropolitan communities by Site Selection Magazine.

While preserving the spirit of small-town living, Hutchinson offers many of the amenities and comforts that are often only found in larger metropolitan communities. These include the Hutchinson Sports Arena, the Dillon Nature Center, Salt City Splash Aquatic Center, Hutchinson Zoo, the historic Fox Theatre, Carey Park Golf Course, and the historic Prairie Dunes Country Club Golf Course, which is frequently ranked among the best golf courses in the US. The surrounding highway system is superb and provides commutes to other amenities such as Wichita's Dwight D. Eisenhower National Airport, which is 51 miles away and provides nationwide commercial air service.

The City offers a rich diversity of facilities, attractions, events, and cultural arts amenities to residents and the approximately 1.5 million annual visitors to the community. Reno County is the site of the Kansas State Fair Grounds which draws thousands of visitors year-round, but especially each September for the Kansas State Fair. The Cosmosphere International SciEd Center and Space Museum houses the largest collection of space artifacts outside the Smithsonian Institution and the largest collection of Soviet space hardware in the Western world. The museum, along with its education programs and Carey Digital Dome Theater, is a major tourist destination, drawing visitors from all over the world. Strataca, formerly known as the Kansas Underground Salt Museum, is another popular tourist attraction unique to Hutchinson. This cavernous, subterranean museum, located in a working salt mine, offers a fascinating historical, cultural, and geological account of salt mining as well as a curated collection of historical and pop-culture items stored in the mine. The City also hosts the National Junior College Athletic Association Annual Basketball Tournament and a number of other NJCAA tournaments.

Within the Hutchinson area, students can attend six public school districts and five private schools which graduate over 700 students annually. These schools offer diverse choices to families in terms of class size, educational opportunities, and extracurricular activities. The City of Hutchinson is home to Hutchinson Community College and Area Vocational School (HCC). In addition to offering 150 two-year degrees and majors, HCC serves the South-Central Kansas region for a wide range of vocational training. Numerous four-year colleges and universities are also located within a short commute from Hutchinson, including Wichita State University, Sterling College, Central Christian College, McPherson College, and others.

The City of Hutchinson is a great city to work, play, and live. To learn more about the City, please visit their website at: <https://www.hutchgov.com/>.

DEMOGRAPHICS/ GENERAL INFORMATION

- Population: **40,068**
- Square Miles: **20.94**
- Race and Hispanic Origin:
 - White, alone: **87.8 %**
 - Black or African American Alone: **3.7%**
 - American Indian and Alaska Native: **1.1%**
 - Asian, alone: **0.7%**
 - Two or more races: **5.5%**
 - Hispanic or Latino: **12.3%**
- Median Home Value: **\$101,300**
- Median Household Income: **\$48,889**

THE CITY ORGANIZATION

The City of Hutchinson is a city of the first class, incorporated in 1872 and provides a full range of municipal services to over 40,000 residents. The city operates as a council-manager form of government. The City Council serves as the legislative body of the city and is comprised of five members, four elected by district and one elected at-large. The mayor is elected by the Council from its membership. The City Council appoints the City Manager who is responsible for overseeing all of the city's day to day operations and personnel.

The city has 402 budgeted full-time employees and an annual operating budget of \$90.4 million. The city has a Moody's rating of AA3 and stable funds. The City is organized into 11 departments: Police, Fire, Finance, Law, Planning and Development, Engineering, Public Works, Parks & Facilities, Human Resources, Information Technology, and Building & Neighborhood Services, as well as the Human Relations Office and the Office of Public Information and Community Engagement. There are four (4) collective bargaining units with the city organization, including a bargaining unit covering front-line 911 dispatchers.



HUTCHINSON/RENO COUNTY EMERGENCY COMMUNICATIONS (HRCEC)

The Hutchinson/Reno County Emergency Communications operates as a division of the Hutchinson Police Department and is responsible for emergency dispatch and communications for 37 agencies in the Reno County service area, including the Hutchinson Police and Fire Departments and the Reno County Sheriff's Department, EMS and Emergency Management. Its 2023 operating budget is \$3.09M with a total of twenty-one (21) budgeted staff including one (1) Assistant Director, four (4) Shift Supervisors and fourteen (14) Dispatchers, and one (1) Administrative Secretary.

The Director reports directly to Hutchinson's Chief of Police and regularly consults with a standing Advisory Board which includes representatives from Hutchinson Police and Fire, Reno County Sheriff, Emergency Management and EMS and South Hutchinson Police.

The City and Reno County have recently a fully remodeled center and invested in state-of-the-art technology and with capacity to expand its systems in the future.

OPPORTUNITIES AND PROJECTS

Working collaboratively with the HRCEC's Advisory Board, the successful candidate will be tasked with addressing the following priorities within the first two years:

- Defining the HRCEC's mission, strategies, service standards, and long-range strategic plan.
- Analyzing and assessing the HRCEC's operational effectiveness and implementing changes to improve quality assurance and optimization of resources.
- Developing effective employee selection, training, and development programs to ensure exceptional customer service and operational continuity.
- Creating a high-performance culture characterized servant leadership, respect, teamwork, and accountability.
- Communicating and collaborating with the Advisory Board to develop operational reporting, policies and standards necessary to ensure continuous improvement and efficient and effective emergency communication resources.
- Developing a leadership and training program for the HRCEC's supervisory staff to ensure opportunities for growth and development.





ESSENTIAL DUTIES AND RESPONSIBILITIES

- Establishes and maintains working relationships with all emergency response entities to include Police, Fire, EMS, Ambulance Companies, EMA and etc. Works with local agencies in order to coordinate work efforts and ensure emergency communications operations are meeting their needs.
- Administers the staffing and personnel functions of the division and approves the selection, supervision, and evaluation of staff for the department. Establishes work rules and performance standards. Conducts or oversees performance evaluations and counsels and disciplines and as warranted. resolves conflicts within the workplace and promotes a positive work environment; motivates personnel to achieve organizational goals; allocates resources to address overall work demands.
- Identifies training needs and implements technical and managerial training programs to fully develop individual capabilities and meet area and regional emergency communication needs. Responds to questions or complaints related to communications activities and personnel; provides information and education; researches problems; and initiates problem resolution.
- Analyzes current trends and operations for adequacy of service and recommends improvements to existing facilities, equipment and operating systems of the department, including overseeing the technical equipment maintenance and upgrades. Develop, plan and implement highly complex technological programs to maintain currency with the constantly changing world of digital communications and adequacy of hardware and software changes, including staff training and proficiency. Direct the development and maintenance of systems and records that provide for the proper evaluation, control and documentation of assigned operations.
- Plans, develops and directs the division's programs, services, resources and staff; formulates short- and long-range plans, goals and objectives; develops and implements policies, procedures and standards; and directs the implementation of programs and services through subordinate supervisors and staff.
- Monitors and evaluates department programs, services and operations; assesses department effectiveness and performance; manages quality assurance and quality improvement initiatives; analyzes operational statistics and staffing needs; and identifies and implements changes to maximize use of resources, and achieve goals and objectives.
- Prepares and/or reviews operational and statistical reports; presents proposals and recommendations regarding department services and needs; serves as a member of varying task forces, committees, and management and planning teams; and represents the department to other County, State and Federal agencies and officials.
- Manages department financial resources; develops and implements departmental budget, including establishing priorities for capital and material requirements; monitors expenditures to ensure compliance with approved budget; and reviews and approves payroll, bills, invoices, purchase orders, contracts and other financial documents.
- Plans for and manages the use of department equipment, communication systems and facilities; ensures proper maintenance and repair of communications equipment, radios, and systems; assigns and oversees research of vendor pricing; coordinates with contractors, vendors and suppliers regarding the procurement of new equipment, services and supplies; works with vendors regarding wireless services and planning for future department technology needs.
- Appears for work with regular, reliable and punctual attendance and is able to work all shifts, including nights, weekends and holidays when needed. Establish and maintain cooperative, effective, and productive working relationships using tact, patience and courtesy. Effectively plan and organize work and complete tasks within prescribed timeframes.

CANDIDATE REQUIREMENTS AND DESIRED QUALITIES

- In addition to excellent interpersonal, written and oral communication skills, the ideal candidate will possess a minimum with three (3) years of senior emergency communications management experience for a comparably sized organization, or as a director for a smaller organization, with demonstrated proficiency in policy development and implementation of organizational procedures; training, supervision and personnel management; budget development and administration; long range planning; and 911 system design including Computer Aided Dispatch (CAD) software, hardware, and processes. A bachelor's degree in Emergency Management, Public Administration, Criminal Justice, Public Safety, or another related field is preferred. Experience with CALEA accreditation is a plus.
- The next leader of the HRCEC must be a strong leader confident in their abilities. Candidates who apply must demonstrate through experience and resume a history of leading teams. Developing and training others is critical to this position. Strong succession planning must be emphasized at the start of the next director's tenure.
- The successful candidate should possess or be able to obtain within six months certifications from GCIC and NCIC; Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD); and Cardiopulmonary Resuscitation (CPR); and will be expected to attain Association of Public Safety Communications Officials (APCO) Certified Public-Safety Executive Program Certification within two years of employment.
- While a bachelor's degree is preferred it is not required. All candidates will be evaluated on a case-by-case basis taking in their experience and expertise. Candidates with experience in a consolidated communications center is a plus.

COMPENSATION AND BENEFITS

The salary range for this position is \$72,000 – \$104,000 DOQ. A generous benefit and retirement package is also offered by the city, which includes Health & Vision Plan, Dental Plan, KPERs State Retirement Plan, 457 Retirement Savings Plan, FSA and HSA Accounts, Supplemental Life, Short-Term Disability and Critical Illness Plans, and an Employee Assistance Program.

HOW TO APPLY

This position will remain open until filled with the first review of resumes beginning December 16, 2022. Candidates should apply with resume, cover letter, and contact information for five (5) work related references at www.govhrjobs.com Attention of Charlene Stevens, Senior Vice President and Jon Fehlman, Vice President, GovHR USA, 630 Dundee Road, #225, Northbrook, IL 60062 Tel 847-380-320 or mobile: 615-692-9264.

