

MAJOR FUNCTION

This is high-level administrative and managerial work providing direction, guidance, assistance and oversight in assigned areas of the Consolidated Dispatch Agency (CDA. Consultant to Agency Director and department leadership on various strategic high-performance process improvements and incorporating best-practice models. Employees in this class function as strategic partners to the Agency's bureau chiefs and department leadership to ensure that the work of the various Agency bureaus complement the agency's mission, vision, and objectives. Work is performed under the direction of the Director – Consolidated Dispatch Agency who outlines areas of responsibility. Work is reviewed through conversations, observations, meetings, and by results attained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Develops, implements, and maintains special projects to allow for the efficient and supportive management of the Agency and its workforce. Provides direction, support, and staff coaching to accomplish the functional integration of the assigned areas with other work units and processes. Collaborates with bureau chiefs, and internal client teams on developing organizational change strategy and implementing new high-performance systems. Develops strategic plans for work units that include defining strategic objectives, key performance indicators, and initiatives supported by performance measures. Independently executes organizational and industry research. Analyzes business practices and intended goals and makes recommendations for improvements to leadership or stakeholders. Conducts internal and external strategy interviews, develops strategies, and summarizes key findings. Creates best practices to integrate into operational systems at a department level to meet higher performance expectations. Devises strategies and develops collaborative solutions for cutting costs, increasing productivity, and making key decisions. Builds quantitative models such as balanced scorecards and interprets results. Identifies, delivers, and supports value on internal projects through critical research, analytics, and problem-solving. Identifies and analyzes operational trends with performance measures that need improvement. Executes organizational change management initiatives (communications, training, change readiness assessment, impact analysis, stakeholder management, and leadership-alignment). Leads organizational change management activities and processes.

Other Important Duties

Identifies and implements department performance excellence initiatives. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge Skills and Abilities**

Considerable knowledge of the public safety sector and the Consolidated Dispatch Agency, its subdivisions, organizational culture and administrative procedures. Considerable knowledge of the principles of supervision, training, and performance evaluation. Considerable knowledge of modern principles and practices of management. Ability to develop long-term strategic plans for functions and programs. Ability to express oneself clearly and concisely, both orally and in writing, make public presentations and conduct training sessions. Ability to establish and maintain effective working relationships. Ability to analyze facts and situations critically and objectively to arrive at sound conclusions. Ability to exercise creativity and flexibility in addressing workforce needs, challenges, and expectations. Ability to operate independently and proactively. Skilled in diplomacy and customer service. Skilled in problem identification and resolution. Skilled in program and personnel management.

Minimum Training and Experience

Possession of a master's degree in public or business administration or related field and two years of professional experience in strategy development and organizational performance innovation and implementation or an equivalent combination of training and experience.

Necessary Special Requirements

At the department director's discretion, a valid Class E State driver's license may be required at the time of appointment.

Must successfully complete a fingerprint-based criminal history records check.

Must complete CJIS Security Awareness Training within the first week of employment.

Established: 05-09-20

Revised: 07-24-25