

MAJOR FUNCTION

This is highly responsible administrative and managerial work supporting the functions, operations, and strategic priorities of the Office of the Director. The Assistant Director serves as a senior advisor to the Director and provides executive leadership over assigned divisions. This position ensures alignment between the Director's strategic vision and administration and operations by overseeing cross-functional initiatives, promoting accountability, strengthening internal and external partnerships, and advancing a culture of transparency, and continuous improvement. The Assistant Director/Chief of Staff serves as a primary liaison among executive leadership, agency departments, employees, governing bodies, community stakeholders, and external partners in support of the Agency's mission and long-term success. Work is performed with considerable independence and latitude under supervision of the Director-Consolidated Dispatch Agency and is reviewed through conferences, reports, and by results attained.

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

Assists the Director in the planning, development, coordination, compliance, and implementation of agency-wide directives, policies, standard operating procedures (SOPs), strategic initiatives, and major organizational projects, ensuring alignment with operational goals and regulatory requirements.

Strategic leadership of assigned divisions ensuring integrated service delivery, regulatory compliance, operational effectiveness, and alignment with organizational mission and strategic priorities.

Establish goals, objectives, performance measures, and accountability processes. Coordinate strategic initiatives across departments and organizational areas, identify organizational opportunities, challenges, and emerging trends. Support organizational change management efforts. Monitor progress toward strategic goals and provide regular updates to the Director.

Promotes a culture of accountability, professionalism, and employee engagement, including oversight of disciplinary processes and labor relations as appropriate.

Acts on behalf of the Director in their absence, exercising delegated authority to make operational, administrative, and personnel decisions as required to ensure continuity of leadership, maintain service delivery, and support organizational priorities.

Assists in the coordination of emergency preparedness, continuity of operations, and disaster response planning for the agency.

Other Important Duties

Provides clear direction and supervision to direct reports. Attends meetings of the Board as required. Serves on the various management teams as required. Attends meetings, conferences, etc., and completes special projects as needed. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities, and Skills**

Thorough knowledge of the principles of general organizational management and administration, contemporary police work and public safety technology. Ability to establish and maintain relationships with local, state and federal government agencies. Ability to assemble, organize and present, in written and oral form, statistical, financial, or information derived from a variety of sources. Considerable knowledge of the principles of personnel techniques as related to the training, motivation, placement, and evaluation. Considerable knowledge of the psychological and social implications of public safety work. Considerable knowledge of the principals of career development, supervision, training, and performance evaluation. Ability to plan, layout and supervise the work of subordinates performing varied operations with public activities and to develop training and instruction procedures for those employees. Ability to plan, organize, administer, and direct activities of broad scope and intensity with community and departmental impact. Ability to write clearly and speak effectively. Ability to deal with the public firmly and courteously and to establish effective relationships with the public, news media, city officials, state, county and federal authorities and others contacted in the course of work. Ability to make effective critical operational decisions and demonstrate intellectual capabilities. Skill in the use of microcomputers and associated programs and applications necessary for successful job performance

Minimum Training and Experience

Possession of a bachelor's degree and three years of professional work experience that includes emergency or public safety communications for law enforcement, fire and emergency medical services agencies, emergency management, emergency response management, or a closely related field; or an equivalent combination of training and experience. Two years of the required experience must have been in a supervisory capacity.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Must complete a fingerprint-based criminal history records check.

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

Position requires on-call status in the event of an emergency or disaster within Leon County and may require work or travel outside of regular office hours.

Established: 12-16-14

Revised: 05-15-25

10-08-26