



AN EQUAL OPPORTUNITY / REASONABLE ACCOMMODATION EMPLOYER

**Deputy Director/ Albuquerque
Community Safety (ACS) Field
Operations UN**

Class Code:

Bargaining Unit: No Union

CITY OF ALBUQUERQUE

Established Date: December 17, 2020

Revision Date: December 17, 2020

SALARY RANGE

\$0.00 Hourly

\$0.00 Biweekly

\$0.00 Monthly

\$80,000 to 95,000 Annually DOQ

FLSA:

Exempt

POSITION SUMMARY:

Plan, Direct, manage, oversee and supervise a wide range of programs and activities within the Albuquerque Community Safety Department (ACS) which may include Mental and Behavioral Health Response, Community Response as well as the formulation of policies in accordance with Federal and/or State regulations; coordination of assigned activities with other divisions, departments and outside agencies; and highly responsible and complex administrative support to the Community Safety Department Director.

This is a safety sensitive position subject to random drug/alcohol testing.

This is an unclassified at-will position.

Job descriptions are intended to present a general list of tasks/duties performed by employees within this job classification. Job Descriptions are not intended to reflect all duties performed within

the job.

SUPERVISION RECEIVED AND EXERCISED:

- Receive general administrative direction from the Director, Albuquerque Community Safety
- Exercise direct supervision of professional and clerical staff
- Exercise supervision of contractors to ensure compliance with contract terms.

ESSENTIAL AND SUPPLEMENTAL FUNCTIONS:

ESSENTIAL FUNCTIONS: (Essential functions may include, but are not limited to the functions listed below)

- Assume full management responsibility for the ACS Department Mental and Behavioral Health Response and Community Response Divisions including monitoring of assigned division budgets as well as the formulation of policies in accordance with Federal, State and City regulations.
- Manage the development and implementation of division goals, objectives, policies and priorities for each program administered by the division.
- Establish, within departmental policy, appropriate service and staffing levels through data analysis; monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; allocate resources accordingly.
- Plan, direct and coordinate, through subordinate level staff, the Albuquerque Community Safety Department's work plan; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures; meet with key staff to identify and resolve problems.
- Work closely with Emergency Communications Centers of Police and Fire Rescue Departments to establish and oversee assignment of calls, monitor call response times, and coordinate co-responses.
- Assess and monitor work load, scheduling, administrative and support systems, and internal and external reporting relationships; identify opportunities for improvement; direct and implement changes.
- Select, train, motivate and evaluate division personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Participate in the development and administration of the annual budget; approve the forecast of funds needed for staffing, equipment, materials and supplies; approve expenditures and implement budgetary adjustments as appropriate and necessary.
- Explain, justify and defend division programs, policies and activities; negotiate and resolve sensitive and controversial issues.

- Represent ACS to other divisions, departments, elected officials and outside agencies; coordinate assigned activities with other divisions, departments and outside agencies and organizations.
- Establish and maintain community/business partnerships to advance and coordinate the services offered to community.
- Work in collaboration with Deputy of Administrative Division to develop training program and ensure availability of resources.
- Provide staff assistance to the Director; participate on a variety of boards, commissions and committees; prepare and present reports and other necessary correspondence.
- Serve as the Director in his/her absence; represent the Director at assigned meetings.

SUPPLEMENTAL FUNCTIONS:

- Attend and participate in professional group meetings; stay abreast of new trends and innovations in assigned areas.
- Respond to and resolve difficult and sensitive resident inquiries and complaints
- Perform other related duties and responsibilities as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

Related education and experience may be interchangeable on a year for year basis.

Master's degree in public policy, human services, economics or public administration,; **and**
Five (5) years experience in emergency response or social service management and administration.

ADDITIONAL REQUIREMENTS:

Possession of a valid New Mexico Driver's License or the ability to obtain by date of hire.
Possession of a City Operator's Permit (COP) within 6 months from date of hire.

PREFERRED KNOWLEDGE:

- Operations, services and activities of social service and behavioral health programs
- Familiarity with public safety dispatch operations, radio operation, and multidisciplinary emergency response
- Principles and practices of program development, administration and policy development
- Principles and practices of municipal budget preparation and administration
- Principles of supervision, training and performance evaluation
- General understanding of grant programs and requirements
- Pertinent Federal, State and local laws, codes and regulations

PREFERRED SKILLS AND ABILITY:

- Plan, organize, direct and coordinate the work of lower level staff
- Analyze and assess programs, policies and operational needs and make appropriate adjustments
- Identify and respond to sensitive community and organizational issues, concerns and needs
- Develop and administer division goals, objectives and procedures
- Analyze and present operational data and statistics
- Prepare clear and concise administrative and financial reports
- Prepare and administer large and complex budgets
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals
- Research, analyze and evaluate new services delivery methods and techniques
- Interpret and apply Federal, State and local policies, laws and regulations
- Communicate clearly and concisely
- Establish and maintain effective working relationships with those contacted in the course of work
- Perform the essential functions of the job with or without reasonable accommodation

WORKING CONDITIONS:

Environmental:

Office environment; exposure to computer screens.

Physical:

Essential and supplemental functions may require maintaining physical condition necessary for light lifting, sitting or standing for prolonged periods of time.