

University of Colorado Anschutz Medical Campus Police Department Dispatch Manager

Salary Range: \$94,000—\$110,000—DOQ
Plus, hiring bonus and excellent benefits

Seeking a leader for the
Public Safety Communication Center
who is experienced and eager
to play a key role in
keeping the campus safe.

CU Anschutz is being assisted by KRW Associates, LLC.

Submit application materials to: apply@KRW-associates.com

Deadline: **March 1, 2023 (5:00 PM Mountain)**



Police Department
UNIVERSITY OF COLORADO
ANSCHUTZ MEDICAL CAMPUS

KRWassociates
Public Sector Executive Search and Organizational Consulting



Police Department

UNIVERSITY OF COLORADO
ANSCHUTZ MEDICAL CAMPUS

The University | Campus

The University of Colorado Anschutz Medical Campus is a world-class medical destination at the forefront of transformative science, medicine, education, and patient care.

The campus encompasses the University of Colorado health professional schools, more than 60 centers and institutes, and two nationally ranked independent hospitals – UCHealth University of Colorado Hospital and Children's Hospital Colorado – that treat more than 2 million adult and pediatric patients each year.

Innovative, interconnected and highly collaborative, CU Anschutz delivers life-changing treatments, patient care and professional training and conducts world-renowned research fueled by over \$650 million in research grants. For more information, visit www.cuanschutz.edu.

Mission

"The University of Colorado Anschutz Medical Campus Police Department supports the educational, research and patient care missions of the University by providing a prepared, safe and secure campus environment."



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The Police Department & Public Safety Communications Center

The CU Anschutz Police Department is an agency with full police authority providing public safety services to our campus community 24 hours a day, 7 days a week, each day of the year. The police department is made up of 70 employees and four divisions dedicated to providing quality service to campus. It is our mission to support the educational, research, and patient care missions of the University by providing a prepared, safe and secure campus environment. We do this through community partnerships, teamwork, technology and police authority to prepare and sustain an environment where people feel safe and secure. For more information about the CU Anschutz Police Department please visit our website at <https://www.cuanschutz.edu/police>

The Emergency Communications Center is staffed by 12 professionals and is a division within the CU Anschutz Police Department.

As the leader of the Public Safety Communications Center, you play a key role along with our officers in keeping the campus safe. In the first quarter of 2023, we're moving into a state-of-the-art dispatch center in a brand-new net-zero energy building on campus. This is where dispatchers take calls from the public, send officers to incidents, monitor alarms and cameras. In addition to our new building, there is a proposal to upgrade the CAD and Record

Management System (RMS) by implementing *Versaterm* software. This change is anticipated for 2023 and is in keeping with our efforts to stay up-to-date and efficiently manage the calls for service (CFS), our information and our workload. The average annual CFS count over the last five years is 10,893. So while you must be prepared for any emergency, we don't experience extremely high call volumes; you have the time to develop relationships with colleagues in our tight-knit department. We also value our rapport with the community. A recent survey shows that the majority of campus constituents support our Police Department.

"As the leader of the Public Safety Communications Center, you play a key role along with our officers in keeping the campus safe."



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The Position

The Dispatch Manager is part of the Support Services division of University Police on the Anschutz Campus. Under general supervision of the Director of Support Services, the primary function of the Dispatch Manager is to manage, plan, supervise and oversee operations of the Public Safety Communications Center (PSCC), including enhanced 911 (E911), police and fire dispatch.

More specifically, the Dispatch Manager:

- Works as a staff liaison to managers within the police department and the campus community and users of the communication system.
- Works cooperatively with staff from the Police and Fire Departments and other related departments to coordinate and manage the PSCC staffing, training, operational activities, functions and services for assigned personnel.
- Resolves operational, technical and personnel-related problems.
- Manages, supervises, appraises, and directs the activities of assigned staff; and makes recommendations regarding hiring, discipline and advancement of employees.
- Develops and manages annual PSCC budget, tracks and monitors expenditures and allocated funds.
- Develops a long-term communications plan.
- Ensures compliance with policies, procedures and laws applicable to the operation of the PSCC, to include Federal Communications Commission (FCC) code and regulations.

Examples of Work Performed:

- Oversees and participates in the development of the PSCC's finance and business operations, (e.g. budget development and administration).
- Manages and participates in the work unit's establishment of goals, objectives, policies and priorities.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods; recommends service and staffing levels.
- Plans, directs, coordinates, and reviews the work plans for assigned staff including those with extended hours and 24/7 operations.
- Performs contract administration and negotiations; coordinates work with vendors, consultants, and outside interest groups.
- Selects, trains, supervises, and evaluates assigned personnel; ensures staff training; works with employees to correct deficiencies; when necessary, recommends disciplinary actions, providing supporting documentation.
- Serves as the liaison with other divisions, departments, campus community partners, and outside agencies; negotiates and resolves sensitive and controversial issues.
- Serves as staff on a variety of boards, commissions, and committees; prepares and presents reports and other correspondence.
- Attends and participates in professional group meetings; stays abreast of trends and innovations in the areas of responsibility; ensures compliance with applicable legal requirements.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Provide radio console coverage as needed.

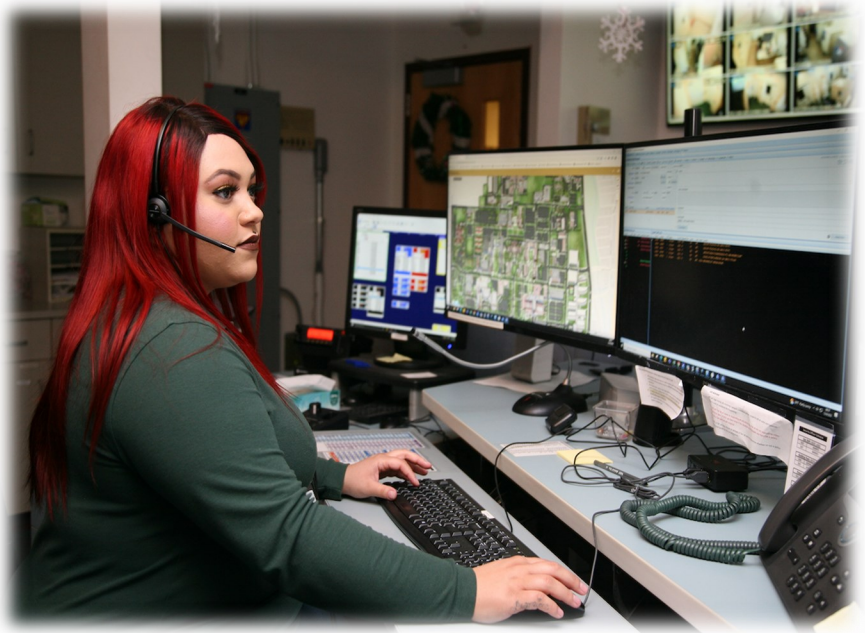


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Minimum Qualifications

- A bachelor's degree in business administration, public administration, public relations, emergency management, information technology, homeland security, or a directly related field from an accredited institution.
- Five (5) years of dispatch experience that includes (2) years in a supervisory or lead capacity that provides team building, training, staffing, and quality assurance emergency communications dispatch center
- A combination of education and related technical/paraprofessional experience may be substituted for the bachelor's degree on a year-for year basis.



Preferred Qualifications

- Expertise with CAD/Records Management Systems software.
- Expertise with CCURE and Avigilon monitoring software.
- Familiarity with pertinent federal, state and local laws, codes, and regulations including those pertaining to records retention and releasing confidential records under the Public Records Act, The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act), and Dispatch/911 Center operations.
- Certifications: Colorado Crime Information Center/National Crime Information Center, Colorado Certified Records Network, Communication Center Trainer, Communication Center Supervisor
- Familiarity with alarm monitoring and response protocols including Department of Energy radiological response practices.
- Experience generating statistical reports.
- Experience in equipment purchasing and maintenance.



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Salary & Benefits

- Salary/Hiring Range- **\$94,000-\$110,000***
- This position is eligible for a one-time non-base-building **hiring bonus of \$5,000**. Half of the bonus will be paid upon start and half paid at completion of the in-house training program.
- Examples of Benefits Offered:
 - Medical
 - Dental
 - Vision
 - Health Savings Account
 - Flexible Spending Account
 - Life Insurance
 - Disability Insurance
 - Retirement Plan –10% Employer Contribution
 - Tuition Assistance
 - Wellness Programs
 - Discounted RTD EcoPass
 - Public Service Student Loan Forgiveness

Your total compensation goes beyond the number on your paycheck. The CU Anschutz provides generous leave, health plans and retirement contributions that add to your bottom line. More detail can be found at links below.

- Benefits: <https://www.cu.edu/employee-services/benefits>
- Total Compensation Calculator: <http://www.cu.edu/node/153125>

*The salary of the finalist(s) selected for this role will be set based on a variety of factors, including but not limited to, internal equity, experience, education, specialty and training. The above salary/hiring range represents the University's good faith and reasonable estimate of the range of possible compensation at the time of posting. This position is not eligible for overtime compensation.



*If you're a leader who likes
community policing,
building relationships with
those you serve, and having
a healthy work-life balance,
then we have just the
job for you!*

***Come join us as the police
Dispatch Manager at
CU Anschutz.***

*You'll work in a new
state-of-the-art dispatch
center, with a close-knit
team, while receiving
competitive pay and a
generous benefit package.*



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Diversity & Equity

The University will provide reasonable accommodations to applicants with disabilities throughout the employment application process. To request an accommodation pursuant to the Americans with Disabilities Act, please contact the Human Resources ADA Coordinator hr.adacoordinator@ucdenver.edu.

CU Anschutz is committed to recruiting and supporting a diverse student body, faculty and administrative staff. The university strives to promote a culture of inclusiveness, respect, communication and understanding. We encourage applications from women, ethnic minorities, persons with disabilities, persons within the LGBTQ+ community, and all veterans. The University of Colorado is committed to diversity and equality in education and employment.

We seek individuals with a demonstrated commitment to creating an inclusive learning and working environment. We value the ability to engage effectively with students, faculty, and staff of diverse backgrounds.

CU Anschutz is dedicated to ensuring a safe and secure environment for our faculty, staff, students and visitors. To assist in achieving that goal, we conduct background investigations for all prospective employees.



To Apply

Application materials will be accepted electronically at:

apply@krw-associates.com

Attach a cover letter, resume, and contact information for six (6) professional references.

Deadline: **March 1, 2023**
(5:00 PM Mountain)

Questions?

KRW Associates LLC is assisting the CU Anschutz with this search.

Questions should be directed to:

info@krw-associates.com

or by phone to: Lynn Johnson,
Managing Partner, or
Gina McGrail, Senior Associate
at 303-435-4138 or
303-249-9572.

The University of Colorado is an equal opportunity employer.