

**AMENDMENT NUMBER ONE  
TO PROFESSIONAL SERVICES AGREEMENT  
WITH  
COOPERATIVE PERSONNEL SERVICES DBA CPS HR CONSULTING**

THIS AMENDMENT NUMBER ONE ("Amendment") is made and entered into this 20th day of June, 2022 ("Effective Date"), by and between the CITY OF COSTA MESA, a municipal corporation ("City"), and COOPERATIVE PERSONNEL SERVICES, a California Joint Powers Authority DBA CPS HR CONSULTING ("Consultant").

WHEREAS, City and Consultant entered into an agreement dated February 1, 2021 for Consultant to provide executive recruitment services (the "Agreement"); and

WHEREAS, City and Consultant desire to amend the Scope of Services to include the additional services set forth in Exhibit "A," attached hereto and incorporated herein, relating to executive recruitment services for a Telecommunications Manager; and

WHEREAS, City desires to increase Consultant's maximum compensation accordingly to Seventy-Three Thousand Dollars (\$73,000.00).

NOW, THEREFORE, for valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree, as follows:

1. The Scope of Services shall be amended to include the additional services set forth in Exhibit A. Consultant shall be paid for such additional services in accordance with the fee schedule set forth in Exhibit A.
2. Section 2.1 of the Agreement shall be amended to reflect that Consultant's total compensation shall not exceed Seventy-Three Thousand Dollars (\$73,000.00).
3. All terms not defined herein shall have the same meaning and use as set forth in the Agreement.
4. All other terms, conditions, and provisions of the Agreement not in conflict with this Amendment shall remain in full force and effect.
5. This Amendment may be executed in one or more counterparts, each of which shall be deemed an original. All counterparts shall be construed together and shall constitute one agreement.

[SIGNATURE PAGE FOLLOWS.]

IN WITNESS WHEREOF, the parties hereto have caused this Amendment to be executed by and through their respective authorized officers, as of the date first written above.

CONSULTANT

Sandy MacDonald-Hopp  
Signature

Date: 7/7/2022

Sandy MacDonald-Hopp, CFO  
Name and Title

CITY OF COSTA MESA

[Signature] For  
Lori Ann  
Lori Ann Farrell Harrison  
City Manager  
Farrell Harrison

Date: 7/21/2022

ATTEST:

Brenda Green 7/21/2022  
Brenda Green  
City Clerk



APPROVED AS TO FORM:

[Signature]  
Kimberly Hall Barlow  
City Attorney

Date: 7/19/22

APPROVED AS TO INSURANCE:

[Signature]  
Ruth Wang  
Risk Management

Date: 7/15/22

APPROVED AS TO CONTENT:

[Signature]  
Anita Chapanond  
Project Manager


Date: 7/18/2022

DEPARTMENTAL APPROVAL:

  
\_\_\_\_\_  
Kasama Lee  
Human Resources Manager

Date: 7/18/22

APPROVED AS TO PURCHASING:

  
\_\_\_\_\_  
Carol Molina  
Finance Director

Date: July 14, 2022

**EXHIBIT A**  
**ADDITIONAL SERVICES**

*[Faint handwritten signature]*

*[Faint handwritten signature]*

PROPOSAL

# City of Costa Mesa

## Executive Recruitment Services for Telecommunications Manager

May 10, 2022

**SUBMITTED BY:**

MELISSA ASHER

*Sr. Practice Leader, Products and Services*

CPS HR Consulting  
2450 Del Paso Road, Suite 220  
Sacramento, CA 95834  
P: 916-471-3358  
masher@cpshr.us  
Tax ID: 68-0067209  
[www.cpshr.us](http://www.cpshr.us)



Your Path to Performance

May 10, 2022

Anita Chapanond-Moyer  
Human Resources Analyst  
City of Costa Mesa, Human Resources Division  
77 Fair Drive  
Costa Mesa, CA 92628

***Submitted via email to: [Anita.Chapanond@costamesaca.gov](mailto:Anita.Chapanond@costamesaca.gov)***

Dear Ms. Chapanond-Moyer:

CPS HR Consulting (CPS HR) is pleased to have the opportunity to submit a proposal to assist the City of Costa Mesa (City) with the recruitment of a new Telecommunications Manager. We are uniquely qualified to undertake this effort as we have vast experience in assisting public agencies with search, screening, and placement.

We understand that each agency is unique, and our extensive experience allows us to tailor our process to specifically meet your needs. Our work with local government agencies throughout the United States gives us an in-depth understanding of government operations, programs, and services.

Each recruitment is an opportunity to shape and prepare your organization for the future. We understand how important these transitions can be and CPS HR is perfectly placed to assist the City in these endeavors. Once this project begins, we will work with the City to tailor our processes to highlight your exciting opportunities and attract the best possible candidates. It is our commitment to work in partnership with your organization to successful results.

Thank you for the opportunity to be considered for this assignment. Should you have questions or comments about the information presented in this proposal, **please contact me at [masher@cpshr.us](mailto:masher@cpshr.us) or (916) 471-3358.**

Sincerely,



Melissa Asher  
Senior Practice Leader, Products and Services

# Table of Contents

---

About CPS HR Consulting .....	1
Recruitment Experts .....	2
Our Recruiting Team .....	3
Strategy/Operational Plan .....	4
Key Stakeholder Involvement .....	4
City's Needs.....	4
Commitment to Communication .....	4
Aggressive, Proactive, and Robust Recruitment.....	4
Recruitment and Selection Services .....	5
Methodology and Scope of Work .....	5
PHASE I – Strategic Recruitment Plan.....	5
PHASE II – Marketing and Applicant Screening .....	5
PHASE III – Selection .....	6
Timeline.....	7
Pricing Structure .....	8
Professional Services.....	8
One-Year Service Guarantee.....	8
Insurance Certificate .....	9
Appendix A: Sample Brochure .....	10

## **About CPS HR Consulting**

---

CPS HR Consulting has been assisting organizations with their talent management needs for over 35 years. We have unique expertise in delivering HR management and consulting services, employment testing, and assessment services to government agencies throughout North America. Our core competency is its knowledge of and expertise in the public sector.

CPS HR offers clients a comprehensive range of competitively priced services, all of which can be customized to meet your organization's specific needs. We are committed to supporting and developing strategic organizational leadership and human resource management in the public sector. We offer expertise in the areas of organizational strategy, recruitment and selection, training and development, and organization and workforce management.

CPS HR occupies a unique position among its competitors in the field of government consulting; as a Joint Powers Authority, whose charter mandates that we serve only public sector clients, we actively serve all government sectors including Federal, State, Local, Special Districts, Higher Education, and Non-Profit Organizations. This singular position provides CPS HR with a systemic and extensive understanding of how each government sector is inter-connected to each other and to their communities. That understanding, combined with our knowledge of public and private sector best practices, translates into meaningful and practical solutions for our clients' operational and business needs.

With more than 90 full-time employees as well as 200+ project consultants and technical experts nationwide, CPS HR delivers breakthrough solutions that help public sector organizations impact the communities they serve. CPS HR has worked with more than 1,200 government and public/non-profit clients throughout the United States and Canada.

Our headquarters are located in Sacramento, California. We have regional offices in Austin, TX; Littleton, CO; and Orange County, CA.



## Recruitment Experts

CPS HR specializes in the recruitment and selection of key professionals for cities, counties, special districts, and non-profits. Working in partnership with the governing body or selection team, we develop customized search strategies that focus on locating and recruiting qualified candidates who match the agency's unique needs. Our wealth of recruitment experience has been gained through *more than 20 years* of placing top and mid-level executives in public agencies throughout the United States.

- **Unmatched Recruitment Experience for Government Agencies.** CPS HR has extensive experience in recruiting professionals for public agencies across the United States. As a public agency ourselves, we understand how to work with and within government. Our understanding of public sector culture and policy uniquely sets us apart from our competitors.
- **Seasoned Recruiters.** Our recruiters possess a high level of expertise in recruiting and placing executive-level, middle management, and administrative professionals. Our staff of experts includes an exceptional group of full-time employees as well as a full complement of subject matter experts, intermittent employees, and part-time employees with a variety of public and private sector experience.
- **Detailed Needs Assessments.** We conduct a detailed needs assessment to identify 1) future organizational direction; 2) challenges facing the position; 3) the working style and organizational climate; and 4) required core and job specific competencies as well as personal and professional characteristics.
- **Success Recruiting Non-Job Seeking Talent.** We recognize that the very best candidates for some types of positions may not be looking for a career change, therefore, our recruitment team takes a very aggressive approach to identify and recruit such candidates.
- **Vast Pool of Public Agency Contacts.** CPS HR maintains a database of candidates and an extensive network of external resources to leverage for executive-level and middle management positions. We utilize our vast pool of public and non-profit contacts to deliver a strong list of competitive candidates who will be well prepared to assist you in the accomplishment of your specific mission and goals.
- **Satisfied Clients.** While many companies talk about client satisfaction, how many measure the impact of that through assessing client satisfaction by distributing written surveys and tying the results of these surveys to their performance management system? CPS HR Consulting does. A client satisfaction survey is sent at the end of every engagement requesting feedback on the quality of our staff, deliverables, and the overall consulting relationship.
- **Retention/Success Rate.** Our success rate is tied to the longevity of the candidates we place, currently more than 91% of our placements are still in their position after two years.

## Our Recruiting Team

CPS HR has assembled a strong project team with each member possessing extensive recruiting experience and a direct, in-depth understanding of local government. Ms. Paula Adams will be your dedicated project manager and primary contact. Ms. Adams will leverage the knowledge and experience of our entire recruitment team in order to provide you with the best possible recruitment experience. We are committed to providing each of our clients the same level of service excellence, and we take great care not to take on more work than this commitment allows. We will not utilize subcontractors for these services. Key staff will not be changed without approval of the City.

Role/Project Assignment	Name	Phone	Email
Senior Executive Recruiter	Paula Adams	(916) 471-3350	padams@cpsh.us

### Project Manager Biography

#### **Paula Adams, Senior Executive Recruiter**

Paula Adams brings over 25 years of public sector Human Resources experience with extensive managerial assignments as Human Resources Director and Director of Airports Administration with the City of Los Angeles.

Ms. Adams is well known for thinking strategically, contributing a constructive point of view, dissecting organizational barriers and applying active listening. Ms. Adams has been a leader on a few strategic planning design teams and held a leadership role with organizational cultural shifting to foster diversity and inclusion in the workplace.

For 21 years, Ms. Adams had a leadership role for Los Angeles World Airports (LAWA), one of the largest airport complexes in the world. As an established and credible leader with Human Resources – Ms. Adams led recruitments for Deputy Executive Director, Assistant Airport Police Chief, Airport Police Chief, and Chief Financial Officer at LAWA.

Ms. Adams holds a Master of Public Administration from CSU Dominguez Hills and a Certificate in Corporate Litigation from UCLA Extension and serves on the Board of Directors of the Western Region International Public Management Association for Human Resources (WRIPMA) and is the 2021-2022 WRIPMA President.

## **Strategy/Operational Plan**

---

### **Key Stakeholder Involvement**

The Police Department Support Services Division Captain (Captain) on behalf of the City must be intimately involved in the recruitment and selection process. Our approach assumes their direct participation in key phases. At the discretion of the Captain, other key stakeholders may also be invited to provide input for the development of the candidate profile.

### **City's Needs**

A critical first step in a successful executive search is for the Captain to define the professional and personal qualities required of the Telecommunications Manager. CPS HR has developed a very effective process that will permit the Captain to clarify the preferred future direction for the City; the specific challenges the City is likely to face in achieving this future direction; the working style and organizational climate the Captain wishes to establish with the Telecommunications Manager; and ultimately, the professional and personal qualities required of the Telecommunications Manager.

### **Commitment to Communication**

Throughout the recruitment and selection process, we are strongly committed to keeping you fully informed of our progress. We will collaborate with you to provide updates on the status of the recruitment via your preferred method of communication (phone conference, email, etc.).

We place the highest level of importance on customer service and responding in a timely manner to all client and candidate inquiries. Our previous clients and candidates have expressed a sincere appreciation for our level of service and responsiveness to the management of the recruitment process. As a result, we have many long-term relationships with clients that have led to opportunities to assist them with multiple recruitments.

### **Aggressive, Proactive, and Robust Recruitment**

We take an aggressive approach in identifying and recruiting the best available candidates. There are those candidates who would gladly rise to the professional challenge and apply for these opportunities; however, some of the best candidates are often not actively seeking a new position and may only consider a change once we present them with your opportunity. Evoking the sense of vision and opportunity in qualified persons is among the responsibilities of CPS HR, and we pride ourselves in our efforts to reach the best available potential candidates. We use advertisements, directly email the outreach brochure, post messages and connect with potential candidates on business media such as LinkedIn, and of course, pick up the phone and call qualified individuals and referral sources.

## Recruitment and Selection Services

---

### Methodology and Scope of Work

Our proposed process is designed to provide the City with the full range of services required to ensure the ultimate selection of a new Telecommunications Manager uniquely suited to the City's needs. A partial recruitment consists of Phase I and Phase II only.



### PHASE I – Strategic Recruitment Plan

The first step in this engagement is a thorough review of the client's needs, culture and goals; the recruitment and selection process; and the schedule. CPS HR is prepared to meet with key stakeholders to obtain input in developing the ideal candidate profile and to assist us in understanding key issues and challenges.

CPS HR will execute the following tasks:

- Foster client collaboration.
- Create a tailored plan for your agency and unique position.
- Review of job duties and compensation for marketability.
- Define ideal candidate profile with hiring authority and key stakeholders.
- Identify testing/assessment needs.
- Conduct stakeholder engagement (surveys, focus group, community meetings).
- Leadership assessment.

### PHASE II – Marketing and Applicant Screening

The recruitment process is tailored to fit the client's specific wants and needs, with targeted advertising, combined with personal contacts with qualified individuals from our extensive database.

CPS HR will prepare, submit for your approval, and publish advertisements in appropriate magazines, journals, newsletters, job bulletins, and websites to attract candidates on a nationwide, regional, local or targeted basis based on the recruitment strategy. CPS HR is focused on reaching a diverse candidate pool and would recommend publications/websites that are targeted to minority and female candidates. Please refer to **Appendix A** for a sample brochure.

CPS HR will execute the following tasks:

- Create a four-page colored brochure or electronic flip book.
- Conduct targeted research to identify ideal passive candidates.
- Execute active and passive sourcing of candidates through e-mail, phone, and social media.
- Devise advertising & marketing strategy.
- Develop innovative media campaigns.
- Review applicant resumes and ensure minimum qualifications are met utilizing client's applicant tracking system or CPS HR's applicant tracking system.
- Facilitate comprehensive screening interviews.

### PHASE III – Selection

CPS HR will design a selection process based on information gathered in Phase I. We will meet with the client to review this process and discuss the client's preferred approach in assessing the final candidates.

We can coordinate all aspects of the selection process for the client. This includes preparing appropriate materials such as interview questions, evaluation manuals, and other assessment exercises; and facilitating the interviews.

CPS HR will execute the following tasks:

- Develop and facilitate all required selection processes including development of interview questions and/or assessments.
- Coordinate all candidate communication and scheduling.
- Train interview panel and handle onsite facilitation of interview process.
- Execute extensive background and reference checks.
- Provide assistance with contract negotiation.
- Facilitate appointment of selected candidate.
- Prepare a written report that summarizes the results of the recruitment process.

## Timeline

The project team CPS HR has selected is prepared to begin work upon receipt of a fully-executed contractual agreement. All search activities up to and including the selection of new Telecommunications Manager can be completed in 12 to 14 weeks. The precise schedule will depend on the placement of advertising in the appropriate professional journals, and the ability to schedule, as quickly as possible, the initial meeting. A proposed schedule of major milestones is presented below.

Task Name	Month 1				Month 2				Month 3				Month 4			
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Initial Meeting	➤															
Draft Brochure		➤														
Brochure Approved/ Printed & Place Ads		➤														
Aggressive Recruiting						➤										
Final Filing Date							➤									
Preliminary Screening								➤								
Present Leading Candidates											➤					
Semi-finalist Interviews												➤				
Reference/ Background Checks															➤	
Final Interviews																➤
Appointment																➤
Weeks	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16

## Pricing Structure

---

### Professional Services

Our professional fixed fee covers all CPS HR services and deliverables associated with **Phases I, II, and III** of the recruitment process. Costs for outreach only and a partial recruitment (Phases I and II only) are included.

Travel expenses for candidates who are invited forward in the interview process are not included. However, should the City desire CPS HR's Travel Team to assist with these arrangements, we are happy to do so. This might require an amount be added to our contract.

Professional Fixed Fee*	
Outreach Only Including recruitment brochure and advertising (Fixed Flat Fee)	\$7,500
Professional Services for Partial Recruitment – Phases I and II Only (Fixed Flat Fee)	\$19,000
Professional Services for Full Recruitment (Fixed Flat Fee)	\$25,000

\*Professional fees would be billed and paid monthly.

### One-Year Service Guarantee

If the employment of the candidate selected and appointed by the City as a result of a full executive recruitment (Phases I, II, and III) comes to an end before the completion of the first year of service, CPS HR will provide the City with professional services to appoint a replacement. Professional consulting services will be provided at no cost. The City would be responsible only for expenses such as re-advertising, consultant travel, additional background checks, etc. **This guarantee does not apply to situations in which the successful candidate is promoted or re-assigned within the organization during the one-year period.** Additionally, should the initial recruitment efforts not result in a successful appointment, CPS HR will extend the aggressive recruiting efforts and screen qualified candidates until an offer is made and accepted. CPS HR does not provide a guarantee for candidates placed as a result of a partial recruitment effort.



*We thank you for your consideration of our proposal. We are committed to providing high quality and expert solutions and look forward to partnering with the City of Costa Mesa in this important endeavor.*

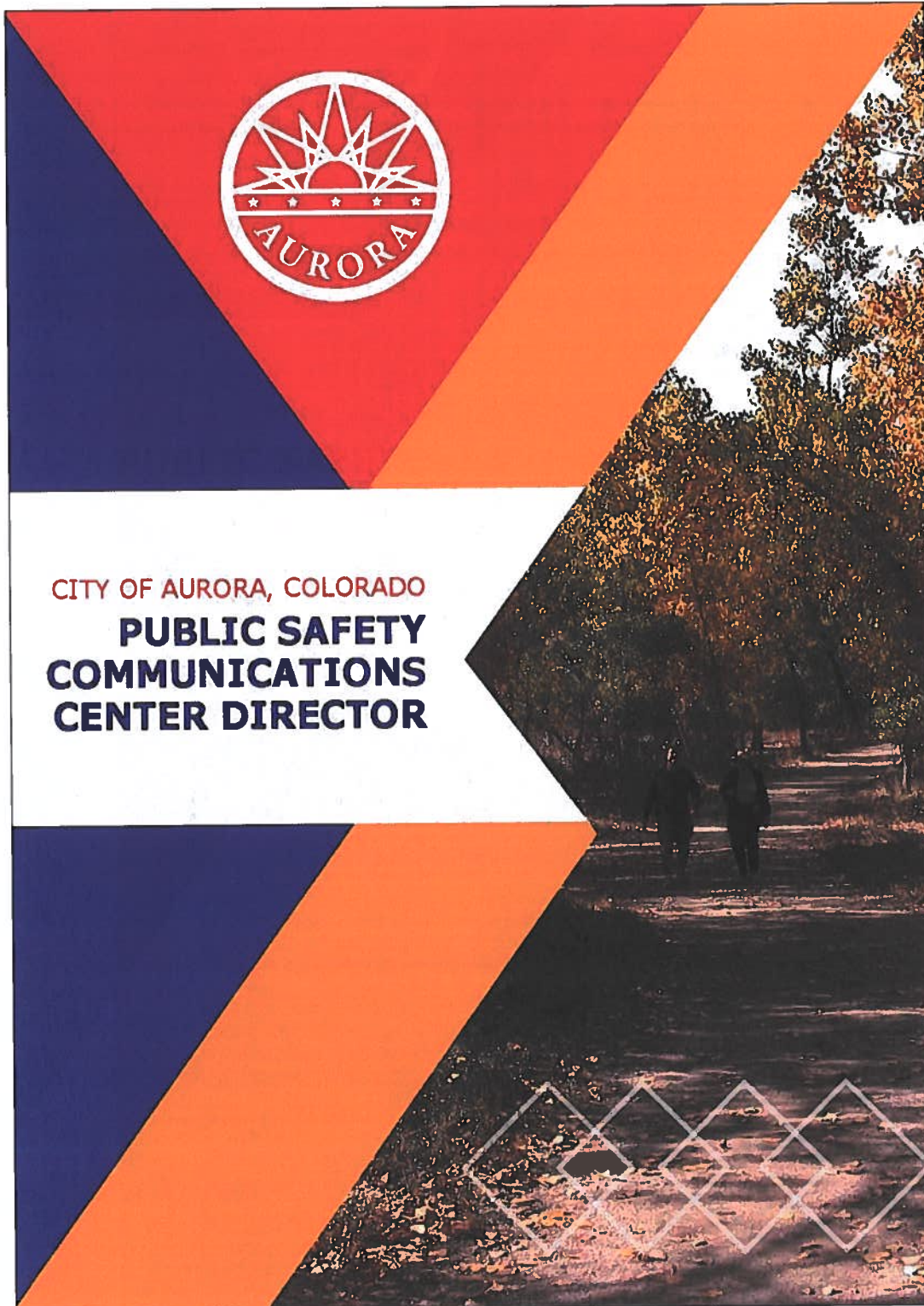
# Insurance Certificate

		<b>CERTIFICATE OF LIABILITY INSURANCE</b>		DATE (MM/DD/YYYY) 6/29/2021		
<p><b>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</b></p> <p><b>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</b></p>						
<b>PRODUCER</b> Edgewood Partners Ins. Center 10877 White Rock Road Suite 300 Sacramento - P&C Lic #0B28370 Rancho Cordova CA 95670			<b>CONTACT</b> NAME: Kayla Fritzberg PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL: kayla.fritzberg@epicbrokers.com ADDRESS:			
<b>INSURED</b> Cooperative Personnel Services DBA: CPS HR Consulting 2450 Del Paso Rd., Ste. 220 Sacramento CA 95834			<b>INSURER(S) AFFORDING COVERAGE</b> INSURER A: The Continental Insurance Company NAIC # 35289 INSURER B: Lloyds of London 85202 INSURER C: Transportation Insurance Co 20484 INSURER D: Continental Casualty Company 20443 INSURER E: American Casualty Company INSURER F:			
<b>COVERAGES</b> <b>CERTIFICATE NUMBER: 646076377</b> <b>REVISION NUMBER:</b>						
<p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>						
INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER	Y Y	6072390517	7/1/2021	7/1/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/PROP AGG \$ 2,000,000 \$
C	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY	Y Y	6072390548	7/1/2021	7/1/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000		6072390551	7/1/2021	7/1/2022	EACH OCCURRENCE \$ 6,000,000 AGGREGATE \$ 6,000,000 \$
E D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A	6072390520 6072390534	7/1/2021 7/1/2022	7/1/2022 7/1/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER Stop Gap Applies E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
B	Errors & Omissions Claims Made/Retro Date 10/13/1989		W18DC5210701	7/1/2021	7/1/2022	Per Claim/Agg \$3,000,000 S/R Per Claim \$50,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Re: Evidence of Coverage.						
<b>CERTIFICATE HOLDER</b>  **Evidence of Coverage** For Insured's Use			<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 			
© 1988-2016 ACORD CORPORATION. All rights reserved.						
ACORD 25 (2016/03)		The ACORD name and logo are registered marks of ACORD				



## Appendix A: Sample Brochure

---



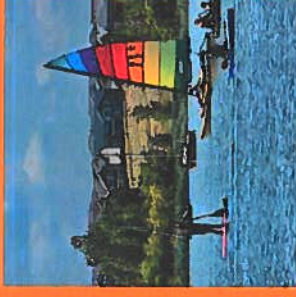


## A UNIQUE OPPORTUNITY

If you are an experienced, progressive public safety communications professional eager to lead in a values-based environment that seeks innovation, superior standards and results, then you should consider becoming part of the exceptional public safety team in Aurora.



## THE CITY



Once a budding frontier town of farmers and ranchers just east of the state's capital, Aurora is Colorado's third largest city with a diverse population of more than 366,000. From agricultural exports to military bastion, Aurora established its foundation as a driving force in the west. Located in the eastern Aurora-Denver Metropolitan Area and covering 154 square miles, the city reaches into Annapoee, Adams and Douglas counties. Tree-lined streets, open prairie, majestic views of the mountains and ample neighborhood parks make Aurora neighborhoods a comfortable place to call home. More than 450 neighborhoods complete the fabric of the community.

As the sixth largest city in Colorado, Aurora enjoys a unique quality of life that blends an old-fashioned sense of community with a wide range of family-friendly outdoor and recreational activities. With more than 300 days of sunshine a year, residents and visitors have ample opportunity to get outside, stay fit and appreciate all that Colorado living has to offer. The city is home to six award-winning golf courses, numerous sports complexes, 96 top-ranked parks and 5,000 acres of natural open space where you can hike, walk, bike and fish. Art enthusiasts can experience the 240 pieces of public art displayed throughout the city, and there are also a variety of community events throughout the year.

The city has a vibrant economy and has enjoyed more than 20 years of tax stability. Home to some of the nation's top employers in aerospace and defense, bioscience, healthcare and the financial industry, Aurora offers a wide variety of job options in addition to an attractive, value-filled market for a full array of home buyers. The Aurora and Cherry Creek School Districts make top-tier public education accessible through flexible open enrollment, and the Atrius Medical Campus composed of nationally-renowned education, research and patient care facilities provides exemplary health care options while employing more than 22,000 people and treating 1.7 million patients each year.

## GOVERNANCE

The City of Aurora is a full-service city governed by a council/manager form of government, which combines the political leadership of elected officials with the managerial expertise of an appointed local government manager. The Aurora City Council is comprised of the Mayor and 10 city council members. Of those 10 members, six members represent one of the six wards that section the city. The remaining four members are elected at-large, like the Mayor, to represent the city. The City of Aurora has 30 boards, commissions, committees and authorities composed of citizen volunteers appointed by the Aurora City Council. The City Manager is appointed by and reports to the Mayor and City Council. Aurora's proposed 2019 budget of \$752.6 million includes a \$562.7 million general fund, enterprise funds and other standalone funds such as water, wastewater and golf. Aurora employs 3,094 FTEs.

## PUBLIC SAFETY COMMUNICATIONS

The Aurora Public Safety Communication Division was created in 2004 by combining the communications sections of Aurora Fire Rescue and the Aurora Police Department. The center is a division of the Police Department, and its manager is a member of the Department's Executive Leadership Team.

The Public Safety Communications Division is a consolidated dispatch center with a staff of a Director, two operations managers, one manager, one administrative specialist, one senior supervisor, one training supervisor, six supervisors, and 71 telecommunicators. The center provides direct dispatch service for the Aurora Police Department and Aurora Fire Rescue.

The Public Safety Communications Division's training program is a progressive training program developed to qualify the Department's staff in all aspects of public safety dispatching. Once a telecommunicator has completed their career progression training they are fully qualified as a caller, services channel operator, fire dispatcher and police dispatcher.

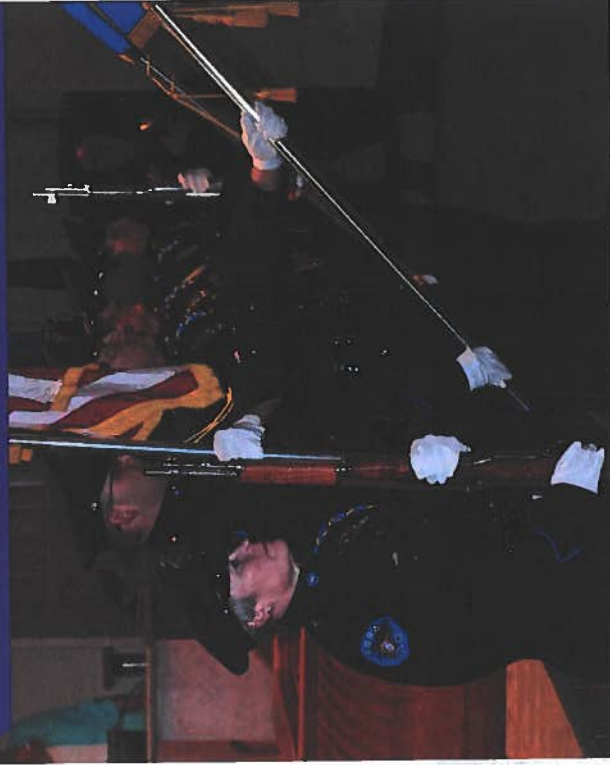
The center operates 24 hours a day, seven days per week. In 2018, the center's staff handled more than 483,000 telephone calls, over 232,000 police calls for service and 46,000 fire calls for service. The Director will facilitate the administrative responsibilities of the PSC Governance Committee made up of representatives from Police, Fire, Information Technology and City Management. The Governance Committee meets regularly to provide policy guidance to the PSC.

## THE CORE 4

**Integrity ♦ Respect ♦ Professionalism ♦ Customer Service**

*"Aurora is built on a set of four core values that are inseparable and our mission and vision. As ambassadors, each and every employee respects these principles as the cornerstone of our city. We hold ourselves accountable to them and we use them to guide the decisions we make."*

To learn more go to: [www.AuroraGov.org](http://www.AuroraGov.org)



## FIRE & RESCUE

*“Exceptional Service to the Community Provided by Well-Trained Professionals”*

### Values

*Respect - We live respect by: valuing the worth of others, honoring diversity and difference, and practicing the Golden Rule.*

*Integrity - Our integrity will be paramount. We will deal honestly with everyone, be consistent in our decisions and actions, and hold ourselves accountable to one another and the community.*

*Professionalism - We will work together with pride, enthusiasm, and dedication to each other, the department and the community.*

*Customer Service - Our city will not be great for anyone until it is great for everyone. Therefore, we will live customer service through:*

- Being courteous and fair to our internal and external communities
- Placing a priority on disaster prevention and quality community education
- Communicating promptly and effectively with the community
- Fairly and diligently investigating arson and other fire-related crimes in the pursuit of justice for our community members.

### Vision

*To be a diverse full-service organization that embraces our community through compassionate response and risk reduction.*



The Aurora Police Department is responsible for providing law enforcement services to a growing, urban/suburban community with unique and ever-changing needs. We strongly believe that the challenges facing the police department can only be addressed effectively by connecting with community leaders, school administrators, members of the business community, non-profit organizations, other government agencies, neighborhood groups and most importantly, individual citizens. It is through this spirit of partnership that we will continue to see further reductions in crime and we will enhance the quality of life for those who live, work and play in our city. The Aurora Police Department currently employs 714 officers and 233 civilians.

The Employee Support & Wellness Unit (ESWU) will create, administer, and maintain wellness programs and resources to assist all Aurora Police Department employees by providing assistance, support, and care for members' physical, emotional, psychological, and spiritual well-being, create and administer sustainable department mental and physical wellness programs, and, initiate and facilitate wellness and resiliency training for employees and the APD Academy.

### Organizational Mission Statement

*To make Aurora safer everyday.*

### Vision

*Aurora will work toward being the safest large city in America. We will accomplish this by:*

- Reducing crime and the fear of crime
- Preparedness and immediate response to public safety emergencies.
- Building strong community partnerships through constitutional and respectful police service.

### Organizational Goals

*Aurora will be a safe city.*

### Core Values

*Duty, Honor, Integrity*



## PUBLIC SAFETY COMMUNICATIONS CENTER DIRECTOR (PSCD)

The PSCD is responsible for overseeing the day-to-day operations of the Public Safety Communications Center. The PSCD coordinates and manages operations related to dispatching services and 911 communications for law enforcement, fire, and medical services, technical support, employee development and strategic planning. This position reports directly to the Chief of Police and is a member of the Aurora Police Department Command Staff.

### PRIMARY DUTIES AND RESPONSIBILITIES:

- Responsible for all staff within the Public Safety Communications Center, including Operations Managers (Sr. Supervisors), Front Line Supervisors, and other essential personnel
- Develops and implements goals, objectives and priorities for the Public Safety Communications Center
- Creates and/or updates dispatch SOPs (Standard Operating Procedures)
- Assumes responsibility for planning and implementing resources necessary to deliver required dispatch services
- Establishes operational objectives, work plans and delegates assignments
- Involved in developing, modifying and executing strategic policies, methods, or techniques for obtaining results
- Prepares and monitors program budget, including expenditures
- Negotiates contractual arrangements
- Works in conjunction with staff from Information Technology regarding all equipment and software
- Leads and fosters a culture of consistency, accountability and continuous improvement by honoring the City's COREA values
- Leads and retains qualified and highly effective staff through mentoring, coaching, development and performance evaluations
- Ensures all dispatchers, call-takers, lead workers, supervisors, administrative team members and managers receive job related training
- Resolves escalated employee or citizen complaints





## THE IDEAL CANDIDATE

The ideal candidate will be a present and engaged servant leader with proven communications administrative experience in a medium to large sized urban setting. The chosen candidate will exhibit technical proficiency while embracing innovation and staying abreast of new technologies. The City seeks a successful change agent, with a demonstrable history of leadership, who understands the challenges of staff management in a Communications Center environment and possesses the ability to create a supportive and productive work environment. The next Director will be a collaborative relationship builder who values the opinions of others and sharing of ideas but is comfortable in providing a dissenting viewpoint.

Impressive candidates will also exhibit the following competencies and characteristics:

- A consummate team player who values their role as part of the public safety leadership team
- Accessible and open to new ideas
- Well-networked and resourceful
- Participative, visible and involved with the workforce
- Effective, empathetic change agent
- Confident and talented problem solver
- Effective mentor and coach
- Ability to create a culture of mutual respect
- Exhibits a high level of professionalism and flawless integrity

### Education and Experience

#### MINIMUM QUALIFICATIONS

*An equivalent combination of education, training and experience that demonstrates required knowledge, skills, and abilities may be considered.*

#### Education:

- Bachelor's Degree in Criminal Justice, Public Administration, Business Administration or directly related field

#### Experience:

- 3 years of progressively responsible experience in a large 911 Communications Center
- 3 years supervisory or management experience within a 911 Communications Center

#### Preferred:

- Master's Degree in Business Administration or Public Administration.

### Licenses and Certifications:

- NCIC/CCIC certification
- CPR/First Aid certification
- NIMS certification
- CIMS certification
- Emergency Medical Dispatcher (EMD) certification
- Emergency Fire Dispatcher (EFD) certification
- Emergency Police Dispatcher (EPD) certification

*An equivalent combination of education, training and experience that demonstrates required knowledge, skills, and abilities may be considered.*





# COMPENSATION

The annual starting salary for this position is \$94,750 to \$142,148. Actual salary will be dependent on the qualifications and experience of the successful candidate. The City also offers an attractive benefit package. Additional information can be accessed at: [https://www.aurora.gov/city\\_hall/working\\_for\\_the\\_city](https://www.aurora.gov/city_hall/working_for_the_city)

## APPLICATION AND SELECTION PROCEDURE

To be considered for this exceptional career opportunity, submit your resume, cover letter, and a list of six work-related references (who will not be contacted without prior notice) by Friday, August 30, 2019. Resumes should reflect years and months of employment, beginning/ending dates as well as size of staff and budgets you have managed. Please submit your materials to:

<https://executivesearch.cpshr.us/JobDetail?ID=488>

For additional information about this position please contact:

Pam Derby  
CPS HR Consulting  
Tel: 916 263-1401  
Website: [www.cpshr.us](http://www.cpshr.us)

Resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant qualifications will be invited to interview with the consultant, following which the most qualified candidates will be referred to the City for further selection activities. A comprehensive reference and background check will be performed on final candidates.

