GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for assisting with the overall management of the Communications Division of the Police Department to include the 911 Center, Alternate Dispatch Site facilities, equipment, and technical operations. Reports to the Communications Administrator, 911.

ESSENTIAL JOB FUNCTIONS

Assists the Communications Administrator, 911 in the overall management of the 911 Communications Division and its designated functions. Assists with establishing strategic planning initiatives and developing various operating policies and procedures in conjunction with the overall mission, goals and objectives for the Police and Fire Departments. Performs statistical and quality analysis; assists with the development of programs to analyze and evaluate operations and to create strategies for optimum efficiency and effectiveness. Coordinates the division’s compliance with the Commission on Accreditation for Law Enforcement Agencies (CALEA) accreditation standards and processes for communications.

Responsible for the effective supervision and administration to include staff development and training, performance management, employee relations, prioritizing and assigning work and related activities; advises staff on difficult issues and makes decisions on exceptional situations to manage and implement appropriate services and assistance.

Assists with the management of technology systems and resources for the 911 Communications Division; and designs public safety response algorithms and response plans. Oversees upgrades, add-ons, and maintenance issues involving the CAD system; serves as the back-up system administrator for the CAD system, Public Safety Answering Point (PSAP) Manager, Master Street Address Guide (MSAG) Manager, and 911 Wireless Manager for the City.

Assists with preparing and monitoring the operating budget of the 911 Communications Division; prepares detailed and complex reports, briefings, presentations and publications in support of the division’s functions; remains abreast of current developments in the field of Emergency Communications, particularly new regulations and 911 technological advances and may serve as the City representative for applicable advisory committees.

Performs other duties as assigned.
PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City’s Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- **Emergency Communications Administration and Management** - Extensive knowledge of a 24-hour emergency communication center including familiarity with public safety functions and concerns and of the public safety communication’s environment, demands, requirements and related laws, regulations and systems.
- **Supervision** - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- **Strategic Planning** - Knowledge of strategic planning principles and theories to ensure competitive advantage.
- **Customer Service** - Thorough knowledge of principles and processes for providing customer services. This includes meeting established quality standards.

REQUIRED SKILLS

- **Judgment and Decision Making** - Uses logic and reasoning to analyze, understand, and evaluate complex situations. Identifies the strengths and weaknesses of alternative approaches or solutions, to a situation. Exercises appropriate judgment in establishing priorities. Considers the relative costs and benefits of potential actions.
- **Interpersonal Relationships** - Develops and maintains cooperative and professional relationships with employees at all levels, representatives from various departments, and outside agencies. Effectively responds to and resolves complex inquiries and disputes.
- **Computer Skills** - Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

REQUIRED ABILITIES

- **Communication** - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of human resources issues with tact and diplomacy and in a confidential manner.
- **Coordination of Work** - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine and establish priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- **Accounting and Budgeting** - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.
EDUCATION AND EXPERIENCE

Requires a Bachelor’s Degree in Business Administration, Business Management, Communications or a related field and 5-7 years of progressively responsible management experience with communications center management or a closely related field, with 3-5 years of supervisory experience or any equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

Requires a comprehensive background investigation to include a local, state and federal criminal history check; sex offender registry and credit check.

Requires satisfactory results from a medical, psychological evaluation and pre-employment substance abuse testing and is subject to random alcohol and controlled substance testing.

Required to obtain and maintain CPR, Emergency Medical Dispatch certification, and a Level A VCIN/NCIC Operator certification as a condition of employment.

ENVIRONMENTAL HAZARDS

The job risks exposure to no environmental hazards.

PHYSICAL AND DEXTERITY REQUIREMENTS

Requires sedentary work that involves sitting for long periods of time, but may involve walking or standing for brief periods of time and requires continual use of a computer keyboard and other peripheral devices.

SENSORY REQUIREMENTS

The job requires normal visual acuity and field of vision, hearing, and speaking.