

EMERGENCY COMMUNICATIONS OPERATIONS MANAGER

NATURE OF WORK

This is responsible supervisory work assisting with the directing and coordinating the activities of the Emergency Communication (911) Center and the City-wide communication system. This is a civilian position.

Work involves responsibility for the supervision of subordinate Dispatchers engaged in receipt and transmission of messages by means of the City-wide communication system. Work also involves analyzing data and developing and implementing programs to provide a modern and innovative communication system; and ensures adherence to applicable rules and regulations of the Federal Communications Commission. An employee in this class is expected to exercise considerable independent judgment and personal initiative within the framework of departmental policies, equipped with excellent problem-solving skills. Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences, and effectiveness of communication operations. Supervision is exercised over subordinate dispatching employees.

EXAMPLES OF WORK PERFORMED

Provides operational insight as a part of the research and analysis of various programs pertaining to emergency communications; analyzes data and develops programs to provide a modern innovative communication system; recommends changes as necessary to ensure proper and efficient operation of the communication system.

Supervises subordinate dispatchers engaged in the receipt and transmission of messages to emergency services.

Coordinates response to records request of the Emergency Communication (911) Center.

Develops and oversees training programs to ensure employee proficiency, including on-the-job training and acquiring required certifications. Responsible for employee training records and continuing education requirements to meet and/or exceed state training standards.

Develops and implements the annual employee bid.

Ensures adherence to applicable rules and regulations of the Federal Communications Commission.

Completes personnel evaluations, identifies personnel performance improvement needs, and completes disciplinary action.

Oversees and coordinates the Emergency Communication (911) Center's Incident Dispatch Team (IDT).

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of communication facilities, radio equipment, and management practices as they pertain to the operation of a centralized communication system.

Considerable knowledge of the principles and practices of radio communications as well as the proper procedures used in emergency services dispatching.

Considerable knowledge of the rules and regulations of the Federal Communications Commission as they pertain to the operation of a centralized emergency services communication system.

Considerable knowledge of the concepts and application of professional conduct and organization integrity.

Ability to develop, coordinates and supervise subordinates in the Emergency Communication (911) Center, including professional development to meet the needs of the organization.

Ability to research and analyze information and research findings and recommend necessary changes as deemed necessary.

Ability to develop and implement public-safety answering point (PSAP) policies, procedures and protocols.

Ability to execute operational directives in cooperation with organizational peers.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with public safety officials, community partners, co-workers, and the general public.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent plus four years of experience in public safety communications including three years of supervisory experience; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENTS

Possession of an Emergency Number Professional (ENP) certification from the National Emergency Number Association within one (1) year of employment.

Completion of the following Federal Emergency Management Agency Incident Command System Courses within one (1) year of employment: FEMA ICS 300 and ICS 400.

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