

PUBLIC SAFETY COMMUNICATIONS MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under direction, to plan, direct, manage and oversee public safety communications operations; to coordinate assigned activities with other divisions, departments and outside agencies; and to perform a variety of tasks relative to assigned area of responsibility including, telecommunications and automated systems.

EXAMPLES OF DUTIES - *Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.*

Assumes full management responsibility for all dispatching services and activities; recommends and administers policies and procedures; manages the development and implementation of goals, objectives, policies and priorities for each assigned service area; establishes, within departmental policy, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly; plans, directs and coordinates, through subordinate level staff, the work plan for dispatching operations; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with key staff to identify and resolve problems; assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes; analyzes, develops and implements communication, and technical services policies and procedures pertaining to emergency response services, and community-based policing services; recruits, selects, trains, motivates and evaluates division personnel; provides or coordinates staff training; works with employees to correct deficiencies; conducts internal investigations; implements discipline and termination procedures; oversees and participates in the development and administration of the division budget; approves the forecast of funds needed for staffing, equipment, materials and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary; explains, justifies and defends division programs, policies and activities; negotiates and resolves sensitive and controversial issues; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of communications, technical services management; responds to and resolves difficult and sensitive citizen inquiries and complaints; performs related duties and responsibilities as required.

MINIMUM QUALIFICATIONS

Knowledge of:

- Operations, services and activities of a comprehensive law enforcement communications, and technical services program;
- Modern and complex principles and practices of providing emergency communications service;

- Public safety dispatcher, 911 operator and NCIC operator functions.
- Principles and practices of program development and administration;
- Principles and practices of municipal budget preparation and administration;
- Principles of business letter writing and basic report preparation;
- English usage, spelling, grammar and punctuation;
- Principles of supervision, training and performance evaluation;
- Criminal justice and law enforcement policies and procedures pertaining to communication, and technical services;
- Computer Aided Dispatch (CAD) systems; and
- Pertinent Federal, State, and local laws, codes and regulations.

Ability to:

- Plan, organize, direct and coordinate the work of lower level staff;
- Select, supervise, train and evaluate staff;
- Delegate authority and responsibility;
- 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;
- Prepare clear and concise administrative reports;
- Prepare and administer complex budgets;
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals;
- Research, analyze and evaluate new service delivery methods and techniques;
- Maintain and ensure security and integrity of all reports and documents;
- Investigate allegations of misconduct;
- Work under pressure, exercise good judgment and make sound decisions in emergency situations;
- Operate public safety emergency communications systems;
- Respond to requests and inquiries from the general public;
- Work flexible hours including evenings and weekends;
- Interpret and apply Federal, State and local policies, laws and regulations;
- Communicate clearly and concisely, both orally and in writing; and
- Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Guidelines

Training and Experience: Five years of increasingly responsible administrative and/or professional experience in a communications, technical service function of a law enforcement agency including two years in a supervisory position.

Education: Equivalent to a Bachelors degree from an accredited college or university with major course work in business administration, public administration or a related field. A Master's degree in Public Administration, Criminal Justice, Business Administration, Information Systems, or a related field may be substituted for one year of experience.

License or Certificate: Possession of a valid Class "C" California Driver's License is required.

Special Requirements: Must successfully complete a medical examination, background investigation, polygraph examination and psychological evaluation.

WORKING CONDITIONS

Physical: Incumbents require sufficient mobility for walking, standing, or sitting for prolonged periods of time.

Environment: Communications center; normal office setting.