



City of Casa Grande

### **Public Safety Communications Manager**

**GENERAL PURPOSE:** Under general supervision, performs administrative and supervisory work in planning, organizing and directing the operation and management of the public safety communications function serving the Police and Fire Departments.

#### **PRIMARY DUTIES AND RESPONSIBILITIES:**

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Plans, develops, implements and manages radio communications policies, procedures and practices. Supervises and reviews the operation of the 911 computer-aided dispatch and radio systems
- Supervises staff and provides technical support services for the communications and records systems of the Public Safety Communications Center; manages the system functions, adds and deletes system users, and security protocols
- Develops, plans and implements employee training programs on equipment, procedures and system upgrades; troubleshoots communications systems and applications to identify operational problems and issues; oversees technical repairs
- Supervises the functions of evidence custodian, document records, and the preparation of copies and reports as required
- Supervises staff and directs the activities and functions of the communications center; coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and process; evaluates work performance and implements disciplinary actions
- Reviews trends and practices in public safety communications. Acts as liaison with other agencies and organizations
- Prepares and administers the budget for the communications center; prepares submittals for future facility, equipment and personnel needs
- Reviews, maintains and updates records and files
- Performs other duties as assigned or required

**SUPERVISION EXERCISED:** All staff assigned to the Communications Center.

#### **MINIMUM QUALIFICATIONS:**

##### **Education and Experience:**

## JOB DESCRIPTION

### Public Safety Communications Manager

Bachelor's Degree in Telecommunications, Public Administration, Criminal Justice, Fire Science or related field, and six (6) years of experience in telecommunications in a police and/or fire dispatch center operation, two of which must be in a supervisory capacity.

#### **Knowledge of:**

- City policies and procedures
- Equipment utilized in public safety communications including radio, telephone and dispatch equipment
- Police and Fire Department protocols and procedures
- City geographical area, roads, and the locations of City landmarks
- Radio base stations, and use of radio codes and call letters
- City, state, and Federal laws, and of Department policies and procedures as they relate to dispatching public safety and other emergency services
- Business and personal computers, and specialized software applications
- Supervisory principles, practices and methods
- Principles of record keeping and records management

#### **Skill in:**

- Planning, organizing, directing and evaluating the effectiveness of communications operations; skill in operating communications equipment
- Preparing clear and concise reports and analyses
- Preparing and administering budgets
- Providing technical assistance in the operation and maintenance of voice and radio communications, E911 system; troubleshooting the network systems and responding to requests for assistance from system users

#### **Ability to:**

- Operate a personal computer utilizing a variety of business software
- Supervise and motivate personnel in a high-stress environment
- Work in multi-tasking situations
- Determine priorities and handle high-pressure situations

**Special Requirements:** Operator Certification for NCIC & ACJIS access is required; depending on the needs of the City, incumbents in this classification may be required to obtain and maintain additional licenses or technical certifications.

**Physical Demands / Work Environment:** Standard office environment.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as needed.*