

JOB DESCRIPTION
4102 Public Safety Communications Manager



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 establishes mailboxes 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, maintaining audio tapes and document records, and preparing 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.

JOB DESCRIPTION

4102 Public Safety Communications Manager

MINIMUM QUALIFICATIONS:

Education and Experience:

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.

Necessary Knowledge, Skills and Abilities:

- Knowledge of City policies and procedures.
 - Knowledge of equipment utilized in public safety communications including radio, telephone and dispatch equipment.
 - Knowledge of Police and Fire Department protocols and procedures.
 - Knowledge of City geographical area, roads, and the locations of City landmarks.
 - Knowledge of radio base stations, and use of radio codes and call letters.
 - Knowledge of City, state, and Federal laws, and of Department policies and procedures as they relate to dispatching public safety and other emergency services.
 - Knowledge of business and personal computers, and specialized software applications.
 - Knowledge of supervisory principles, practices and methods.
 - Knowledge of the principles of record keeping and records management.
-
- Skill in planning, organizing, directing and evaluating the effectiveness of communications operations; skill in operating communications equipment.
 - Skill in working in multi-tasking situations.
 - Skill in determining priorities and handling high-pressure situations.
 - Skill in preparing clear and concise reports and analyses. Skill in preparing and administering budgets.
 - Skill in 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.
 - Skill in operating a personal computer utilizing a variety of business software.
 - Skill in supervising and motivating personnel in a high-stress environment.

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.

JOB DESCRIPTION
4102 Public Safety Communications Manager