



CLASSIFICATION NO. 354  
Established: 12/94  
Revised: 12/07  
Revised & Re-titled: 12/09  
FLSA: Exempt  
EEO: 2

## **COMMUNICATIONS MANAGER**

### **CLASS CHARACTERISTICS**

Under general direction, to plan, organize and manage the operations or technical communications of the emergency communications center; to develop and coordinate dispatch center policies, procedures and work methods; to serve as a liaison with public safety agencies; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Department of Central Communications is the central dispatch center for multiple public safety agencies within the County. The Center provides 24-hour emergency and non-emergency call taking and dispatch services for law enforcement, fire and emergency medical services through an enhanced 9-1-1 phone system, a computer aided dispatching system, and advanced radio communications system.

The Communications Manager oversees the activities of the center's call taking, dispatch, training and/or technical operations. The incumbent performs managerial, supervisory and administrative duties to ensure the center's efficient operation and to maintain compliance with established policies and procedures, applicable laws, rules and regulations. Incumbents report to the Communications Director and may act in this capacity in his/her absence.

The Communications Manager differs from the Communications Technical Supervisor which performs supervisory and administrative duties to ensure the center's technology and data resources are operational at all times throughout the center's 24-hour operations. It also differs from the Communications Operations Supervisor which supervises dispatchers performing call answering and emergency dispatch services.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Manages, evaluates and oversees the Communication Center's overall operations, including call taking, emergency dispatch, training, and/or technical and maintenance services; develops, recommends and implements new and revised policies, procedures and work methods based on user needs and service provider requirements; oversees the implementation of operational directives to ensure the efficient operations; provides technical project oversight and management; troubleshoots technical problems.
2. Hires and manages supervisory, technical and training staff to provide quality service to citizens, public safety, user and partner agencies and County staff; prepares performance

evaluations; recommends and administers progressive discipline; conducts or facilitates staff training and development programs; promotes cooperative team efforts among staff and with other departments.

3. Manages and oversees the center's training programs for new and current employees; ensures training activities are provided, documented and in coordination with the center's operational policies and procedures; implements and monitors employee work plans to achieve department goals and objectives; plans, evaluates, coordinates and maintains training records; develops and recommends short and long term training goals for training new dispatch staff; tracks trends of progression or decline in trainee performance.
4. Directs and coordinates the operation, maintenance and repair of radio communications systems, including site maintenance, repair and upgrades, radio programming and template design, and radio and supply inventory management; provides problem solving and design assistance to staff; coordinates required technical training and/or equipment or technology related training; coordinates with other County departments.
5. Directs and coordinates the operation, preventative maintenance, and service and repair of building systems; schedules with vendors and equipment representatives; reviews contractor performance and recommends changes to meet Center needs; serves as point of contact for contractors; coordinates with the Facilities Management Division for the operation, preventative maintenance, and repair of building systems such as heating and cooling, plumbing, electrical, and security.
6. Oversees the safety and security of the center, its employees and equipment; responds to changes in County, State, or Federal threat levels and adjusts security accordingly.
7. Researches and recommends changes to operational plans and communications programs due to changes in communications technology; performs or coordinates special projects related to the enhancement of dispatch operations; presents recommendations to User Board for consideration and funding approval.
8. Receives, investigates and resolves complaints and inquiries from citizens and other agencies regarding services provided; serves as the center's liaison with user agencies to resolve operational problems and concerns.
9. Represents the County on User Board, task forces and technical groups; participates in regional and state organizations to promote and coordinate emergency services.
10. Prepares annual and supplemental budgets for center's operations; monitors revenues and expenditures; develops and administers grants, requests for proposals, and professional service contracts on behalf of the County; recommends changes in staffing levels, and equipment purchases and upgrades.
11. Acts in the capacity of the Communications Director in his/her absence.

### **REQUIRED KNOWLEDGE AND SKILLS**

Thorough knowledge of: The methods, policies, procedures and operations of a public safety communications center; Federal, State and local laws governing the operation of an emergency

communication center; principles and practices of prioritizing, training and dispatching requests for emergency assistance; emergency medical dispatch and CPR procedures; Federal Communications Commission rules and regulations applicable to the operation of two-way radio communication equipment; emergency dispatching practices; principles, methods and techniques of personnel management and participative management theories; radio dispatch codes, tones and terms; police, fire and EMS jurisdictions and district boundaries; roadway network and master street addressing patterns; mapping abbreviations and codes; radio dispatch directories and reference materials; data retrieval and dissemination procedures for state public records, the Law Enforcement Data System, National Crime Information Center and Department of Motor Vehicles; Federal, State and local laws governing record keeping and retention techniques; principles of Emergency Management and Fire Operations Center activation; training techniques and objectives.

Working knowledge of: Principles and techniques of supervision; adult learning theory; instructional design practices; public safety communications technology and equipment including various radio systems, computer aided dispatch (CAD) systems; digital recordings systems and other computer hardware and software systems; DPSST certification and maintenance requirements and minimum standards for telecommunication personnel; Incident Command System (ICS); principles and techniques of project management; budget preparation and administration.

Skill to: Communicate effectively, both orally and in writing; plan, coordinate and direct the activities of emergency dispatch operations and technical support staff; hire, train, evaluate and discipline assigned personnel; evaluate technical and operational applications; prepare clear and accurate reports and correspondence; evaluate and develop recommendations regarding operations and equipment; research and prepare operational policy and procedures; operate office equipment, including personal computers and software applications; develop, promote and maintain effective working relationships with County staff, public safety agencies, communication centers and the public.

### **WORKING CONDITIONS**

Must be available for 24-hour on-call response to emergency situations.

### **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** A minimum of six (6) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

**Licenses/Certifications:** None Required.

### **PRE-EMPLOYMENT REQUIREMENTS**

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Must successfully pass an extensive background investigation including national fingerprint records check.

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.

### **POST-EMPLOYMENT REQUIREMENTS**

Within three (3) months of hire: Possession of Law Enforcement Data System (L.E.D.S.) Certification.

Some positions require within six (6) months of hire: Possession of Middle Management certification as issued by the Department of Public Safety Standards and Training (D.P.S.S.T).

Edited: 7/12