

DOUGLAS COUNTY
SHERIFF'S OFFICE

JOB TITLE: COMMUNICATIONS MANAGER

Exempt: Yes

Job Type: 4042E

Pay Grade: E404

Department: Office of the Sheriff

Approved/Reviewed By: Sheriff Darren Weekly

Date: 01-10-23

General Duties: This is highly responsible professional work coordinating, planning, managing, and administering a regional communications center for the Douglas County Sheriff's Office, Emergency Operation Center, United Fire Dispatch Authority (UFDA) and the Elbert County Communications Authority (ECCA). Performs a variety of supervisory and administrative duties and establishes policies and procedures necessary for the protection of life, health, safety, welfare, and property of persons. This position is distinguished from other positions by the broad range of administrative responsibilities assigned, the degree of delegated authority, and required job knowledge.

Supervision Exercised: This position has direct supervision over supervisors, and indirect supervision over subordinate employees. Supervises subordinate personnel to include hiring, promotion, training, performance evaluation, and discipline in accordance with Sheriff's Office policies and procedures.

Supervision Received: Reports directly to the Support Services Captain.

Contacts: Work involves continuous contact with other Douglas County employees, all fire and law enforcement member agencies, County Officials, vendors, representatives of other governmental and regulatory agencies.

Essential Duties and Responsibilities: (The following examples are illustrative only and are not intended to be all inclusive.)

- Manages and coordinates operations of County 911 emergency lines, emergency dispatch, and emergency communications systems; advises and consults with emergency response personnel and officials and other governmental agencies in operational matters; ensures compliance with applicable FCC codes and regulations applicable to local government emergency communications operations; assigns user codes for communications and associated computer systems.
- Identifies and prepares short term and long-range plans and goals affecting personnel, operations and equipment upgrades and technological changes to ensure delivery of adequate service.
- Develops and recommends policy and procedures for development, maintenance, and

management of a Regional Communications Center to ensure compliance with CALEA, APCO, NFPA, NENA and other required communications standards.

- Responds to inquiries from municipal, county, state and regional services. Oversees the dissemination of educational programs and information to the public.
- Researches, collects data, and prepares a variety of comprehensive statistical and written reports related to data and telephone systems in dispatch. Reviews and inspects, for accuracy, all monthly reports produced by the center.
- Plans, organizes, administers, reviews, and evaluates the activities of technical and communication staff through subordinate supervisors.
- Represents the County to outside agencies that contract with DCSO, is a member of the Metro Communications Managers Group, Douglas County Fire Chief's Association, UFDA Operations Chiefs, Elbert County Communications Authority, Elbert County Fire Chief's Association, APCO and NENA.
- Develops strategies for enhancing staff capabilities.
- Prepares division's budget, establishes budgetary controls, and monitors expenditures.
- Monitors legislative and technical developments that may affect the communications function. Evaluates the impact and recommends policy or procedural changes as necessary.
- Assist in the preparation of intergovernmental agreements.
- Is responsible for monitoring operations of communications and data systems used by dispatch.
- Develops, presents, and coordinates training of subordinates within division.
- Evaluation of subordinates, both formally and informally, on a routine basis.
- Develops maintenance programs and inventory validation for section equipment.
- Ensures a constant and accurate flow of communication between dispatch, and all other areas of departmental and center users.
- Problem solving as it relates to section issues.
- Provides leadership on a daily basis and in emergency situations.
- May conduct internal investigations.
- Develops and updates Communications standard operating procedures.
- Works on interoperability issues regarding voice and data systems.
- Performs periodic review of backup/contingency systems and procedures to ensure their availability.
- May be assigned to the EOC or mobile command post to oversee communications during incidents.
- Responsible for utilizing NCIC and CCIC teletype systems as directed by policy and rule.
- Oversees operator logins, policy compliance and conducts audits.
- Works with local, state, and federal agencies in matters relating to communications methods and services.
- Performs other duties as necessary and required by law and assignment.

Consequences of Error: This is highly responsible work performing a variety of managerial and emergency services duties. Consequences of error may result in inaccurate information being communicated to the public, law enforcement and fire personnel. Improper judgment may result in death or injury to the public and law enforcement and fire personnel. Other consequences may include public outcry, negative media attention and significant problems

for upper management and/or the Board of County Commissioners.

Basic Requirements:

- Extensive knowledge of department policy and procedures, Communications SOPs, CALEA requirements, APCO, NENA and NFPA standards related to communications, and state and federal rules and regulations governing communications and 9-1-1.
- Must have excellent working knowledge of equipment/systems used in the Regional Communications Center.
- Extensive knowledge of communications center operations.
- 5 years of communications supervisor experience, communications management preferred.
- Effective written and verbal communication skills.
- Ability to write reports, business correspondence, and procedural manuals.
- Must have excellent interpersonal skills, and the ability to demonstrate diplomacy and credibility when interacting with others.
- Possession of a valid Colorado Driver's License.

Special Requirements:

- Geographic knowledge of Douglas County.
- Knowledge of E911 infrastructure to understand impacts of telecommunications technology on E911 calls.
- Must hold current certifications in EMD Manager, CALEA Manager, and Quality Assurance.
- Must have exceptional working knowledge of New World Systems CAD and LERMS.
- Knowledge of theory and practical application of ICS to I300 level.
- Knowledge and ability to utilize mediation and alternative conflict resolution techniques.

Education and/or Experience: A Bachelor's Degree or equivalent years of related education and/or experience. Must have extensive supervisory skills with a minimum of ten years experience in public safety communications, five years must be at the supervisory and/or managerial level.

Essential Job Functions:

Department Policies and Procedures: Demonstrates working knowledge of and compliance with all department policies, procedures and directives. Must have the ability to understand, internalize, adopt and project the desired philosophy and code of conduct of the Sheriff's Office Communications Division.

Emotional Abilities: Controls personal emotional responses and acts appropriately under high levels of personal stress. Ability to work, remains calm, and effectively communicates under pressure and unusual circumstances. Demonstrates sensitivity to feelings of others; listens with empathy towards others; and displays compassion to those in distress. Controls personal aggressive responses and acts in a manner designed to calm volatile persons.

Mental Abilities: Applies reason and logic rapidly in a legally correct manner when under physical, emotional and intellectual stress. Comprehends and processes new information quickly and accurately. Retains relevant information.

Physical Skills: Possesses and maintains ability to utilize verbal control techniques. Ability to stand or sit for long periods of time. The employee is occasionally required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms, stoop, kneel, crouch, and crawl.

Public Interaction: Direct contact with public providing information, researching & handling complaints, and provide public safety education.

Social Skills: Establishes and maintains effective relationships with peers, supervisors and the public. Asserts self when necessary to confront or exert control over others.

Verbal/Language Skills: Speaks English clearly and converses effectively with persons of divergent ethnic, cultural, and educational backgrounds. Ability to read, analyze, and interpret studies, reports, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to present information and respond to questions.

Testimony: Must be able to provide credible testimony in a court of law or any other legal proceeding or investigation.

Note: The successful applicant must be able to perform ALL the above job functions, unassisted, and at a pace and level of performance consistent with actual job requirements.

WORK ENVIRONMENT: Work is primarily performed in a standard office environment. Work may be performed under highly stressful conditions and/or with assigned deadlines. Must be able to manage time effectively and manage several tasks at the same time. Work requires the ability to listen and communicate effectively over fire and police department radio channels. Must be able to maintain confidentiality. Must have the ability to analyze issues, facts, dates, solve problems and persuade others by using reason and logic. Work requires the ability to work effectively in the team environment.

Other: In the event of an emergency/disaster in or near the County, all County employees are expected to make every effort to be available to assist the County Manager, Elected/Appointed Officials and Department Directors to ensure the continued operation of any and all necessary County functions. This may mean being available to perform additional duties and hours beyond what is normally required. In the event that an exempt employee does work more than 40 hours a week in support of County operations during an emergency, such employee may receive overtime or other appropriate wage compensation in accordance with existing County policies or at the discretion of the County.