



Public Safety Communications Manager

Summary

Responsible for the planning, organizing, and directing the operations and activities of the City's Public Safety Communications Center and assisting in the planning and implementation of other City-wide public safety technology projects.

Class Characteristics

Administrative direction is provided by the Services Division Commander or his/her designee; responsibilities include the direct and indirect supervision of Public Safety Communications Center personnel and other personnel as assigned.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

Plan, organize, coordinate, and direct the operations and activities of the City's Public Safety Communications Center.

Develop, implement, and track goals, objectives, policies, and procedures related to communication center operations.

Develop, integrate, implement, operate, and oversee strategic planning for the Computer-Aided Dispatch (CAD) Records Management System(RMS) and the Mobile Data Computer (MDC) environment; serve as the City's representative on the Sonoma County Public Safety Consortium's Project Management Committee.

Supervise, train, motivate, and evaluate assigned staff; ensure smooth work flow and high productivity through proper staffing of trained subordinates. Coordinate work schedules to provide for adequate coverage of all shifts; apply City and departmental policies, procedures, and rules pertaining to work and the work group. Assess performance and prepare performance appraisals; initiate official disciplinary action or recognize positive performance as necessary; identify and/or resolve subordinate complaints.

Assist users in operation of various computer systems; act as liaison with County of Sonoma on maintenance and operations issues with the CAD/RMS/MDC systems

Assist in developing and monitoring the annual budget for the Public Safety Communications Center. In budget preparation, provide detail statistical historical data and recommend labor and material requirements. Assist in control of expenditures by applying policy to areas such as purchases, vacations, overtime usage, and sick leave.

Prepare written reports, letters, contracts, and Request for Qualifications; make presentations to City staff and outside agencies.

Prepare audio evidence for the district attorney or defense attorneys as required by subpoena

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Perform related duties as assigned.

Skills/Abilities:

Plan, organize, direct, and evaluate the activities of the communications center; supervise personnel assigned to the communications center.

Remain calm in emergencies and act quickly and with good judgment; effectively analyze situations and adopt effective courses of action; plan, organize, and review the work of personnel.

Develop, implement, and administer goals, objectives, policies and procedures, implement revisions as necessary.

Design and direct the implementation of new procedures and programs related to CAD/RMS/MDC, which improve operating effectiveness and efficiency.

Manage maintenance of computer hardware and software applications, as appropriate.

Effectively present information to City staff and public groups.

Define problems, collect data, establish facts, and draw valid conclusions; interpret an extensive variety of technical instructions.

Communicate effectively both verbally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to sit; use the computer keyboard and mouse, use hands to finger, handle, or feel; reach with hands and arms; talk or hear; and taste or smell; stand, walk, and stoop, or crouch. Occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee will work in an office environment where the noise level is usually moderate.

Qualifications

Knowledge of:

Operations, methods, and procedures associated with a modern police communications center, including the use of emergency dispatching techniques, administration and organizing techniques, standard broadcasting procedures and regulations, multiple-line telephone communications systems, law enforcement telecommunications systems and principles of supervision, training, and evaluation.

Specific hardware, software and telecommunications equipment used in a public safety communications Center.

Relevant sections of various California codes such as the penal, health and safety, municipal, welfare and institutions, and vehicle codes; interdepartmental regulations, policies and procedures; state and federal regulations related to personnel management

Federal communication commission regulations; to include, resources, equipment, methods, procedures, and nomenclature included in and associated with computer-aided dispatch and automated information systems and radio systems.

Principles and practices of leadership, supervision, training, and performance evaluation.

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Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

A Bachelor's degree with major work in law enforcement, justice administration, public administration, business administration or related field. A Master's degree is highly desirable.

Experience:

Four (4) years of increasingly responsible experience in the field of Public Safety.

Certificates/Licenses:

Possession of a valid California Class C driver's license.

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