

PUBLIC SAFETY COMMUNICATIONS MANAGER

JOB DESCRIPTION

Classification Responsibilities: A Public Safety Communications Manager is responsible for managing and directing the work within the Public Safety Communications Center, which is a twenty-four hour, seven-days-per-week operation involving multi-agency dispatching and a valley-wide automatic aide system. This position supervises Public Safety Communications Administrators who are responsible for overseeing the day-to-day operations and technical support (as related to operations) for police dispatching services, special projects, or 911 operations. Specific duties of the Manager include: managing the staffing for 24/7 Public Safety Dispatch Center; developing and creating strategies for efficiency; overseeing upgrades and maintenance issues involving the Computer Aided Dispatch (CAD) and radio system; assisting with the management of technology systems related to resources for the Maricopa Region 911 (MR911) phone lines; assisting in making recommendations for the Police Communications budget, reviewing expenditures each month, and analyzing spending; hiring and training staff involving staff development, employee relations, prioritizing and assigning work activities, and advising on issues; and serving as the liaison to the Topaz Regional Wireless Cooperative (TRWC) and as the Public Safety Answering Point (PSAP) Manager. This class performs related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. This class is distinguished from the class Public Safety Communications Administrator by the administrative duties performed and additional responsibility in the areas of supervisory, fiscal, and decision-making capacity. This class is supervised by a Technical Services Commander who evaluates work through observation, reports, meetings, and results achieved. This class is FLSA exempt-executive.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Criminal Justice, Business Administration, Public Administration, or related field. Extensive (5+ years) progressively responsible managerial, supervisory, and administrative experience.

Special Requirements. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and psychological examination will be required.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment/pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. Management experience in a Public Safety Communications Center is preferred. Experience with CAD, Computer Telephony Integration (CTI) systems, and 800 Mhz radio systems is also preferred.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, subordinates, other City employees, management, vendors, outside agency personnel, and other emergency service providers in order to ensure proper emergency services to the public and compliance with communications procedures/regulations. Instructs and trains division staff. Prepares and reviews the following: budget recommendations for the division, statistics and reports on departmental activities, recommendations regarding performance ratings and disciplinary actions, departmental policies and procedures, administrative studies, and proposals. Makes presentations to senior staff members and City Council.

Manual/Physical: Reviews the work products of others to ensure compliance with federal regulations, standards/guidelines, and other guidelines such as departmental policy manuals. Observes subordinate work performance. Attends meetings at other City departments and outside agencies to discuss emergency service issues. Enters and/or retrieves data or information using a personal computer (PC) or other keyboard device.

Mental: Plans and manages the work of staff members by motivating and evaluating performance. Supervises by assigning/directing work, conducting employee evaluation, staff training and development, and taking appropriate disciplinary/corrective actions for subordinate personnel. Prioritizes own work. Develops policies and procedures and short- and long-term objectives. Prepares budgets for the Police Communications Division. Analyzes data including existing or new communications technologies/methods and budgetary proposals and makes written and verbal recommendations to improve efficiency. Coordinates work activities and program functions with other divisions, City departments, cities, and agencies. May investigate complaints and make recommendations based on findings. Resolves work related problems. Comprehends and makes inferences from written material including the Police Department's Policy Manual.

Knowledge/Skills/Abilities:

Knowledge of:

public safety communications principles, practices, methods, techniques, and equipment;
budgeting and statistical reporting;
the principles of leadership, supervision, training, and performance evaluation;
the techniques and methods of radio communication;
CAD;
computer telephony integrated system;
Federal Communications Commission (FCC) regulations pertaining to public safety communications;
the substance and intent of federal regulations pertaining to collection, storage, and dissemination of criminal history record information;
emergency medical dispatch procedures;
the CAD formats and commands pertaining to the 911 operator, fire dispatcher, and police dispatcher;
the Police organization, procedures, and operating policies; and
conflict resolution techniques.

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Skill in:

operating communications equipment, (CTI phone system, radio system, computer terminals, and printers) quickly and accurately; and office management, supervision, training, and personnel selection.

Ability to:

manage the police communications division;
prepare justifications of budget proposals;
compile and analyze statistical information, staffing justification, and other reports;
objectively evaluate procedures and personnel and implement appropriate corrective actions;
communicate with, and respond pleasantly to, a demanding and diverse public in answering questions, policies, and handling complaints;
exercise initiative in the improvement of Communications Center operations;
understand technological concepts;
direct, supervise, and evaluate the work of subordinate professional-level supervisors; and
establish and maintain effective working relationships with subordinates, coworkers, management, other City employees, public officials, employees from other agencies, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 9/24

TR/js/ah

CS5702.DOCX

EEO-O/A

JOB FCTN-ADM

Non-DOT Safety and Security-Y

CDL-N

RESP-N

PAY GRADE: 60

IND-9410

SWORN-No

Non-DOT Random-N

DOT-N

INCREMENTS 93-200