PUBLIC SAFETY COMMUNICATIONS MANAGER

JOB DESCRIPTION

Classification Responsibilities: The Public Safety Communications Manager is responsible for managing and directing the work within the Communication Services Division (CSD) of the Mesa Public Safety Support (MPSS) Department, which is a twenty-four hour, seven-days-per-week operation that handles contacts (example: calls, texts) from the public for public safety emergency and non-emergency services, information, and support. The CSD processes emergency calls and text exchanges for police, fire, and medical services as well as needs for non-emergency public safety information/services through dedicated non-emergency and administrative lines. This position supervises Public Safety Communications Administrators who are responsible for overseeing the day-to-day operations for call center services and a training supervisor responsible for developing and delivering a curriculum to train newly hired employees and provide in-service/continuing training to current employees. Specific duties of the Manager include: developing strategic and operational plans for the division; collaborating with the Mesa Police Department and Mesa Fire and Medical Department to promote consistent and complementary practices across the three departments; analyzing data on performance and workloads; ensuring technical support on Police response is provided to Public Safety Shift Supervisors and Telecommunicators; coordinating budgeting and financial management activities with MPSS fiscal staff, to include preparing budget estimates, monitoring expenditures, and communicating status of funds; developing staffing strategies and shift schedules that ensure adequate coverage of the work, and managing use of overtime to close gaps; identifying opportunities to improve performance outcomes while ensuring efficiency of call center operations; performing notifications to appropriate internal and external parties on the status of major incidents; handling media inquiries; collaborating with other city Departments on the delivery of services to the residents, businesses, and visitors to Mesa; coordinating policy development and implementation to promote standardized approaches to responding to emergency and non-emergency public contacts; monitoring results of quality assurance reviews to identify patterns and trends in performance and implications for changes to hiring, training, policy, or practice; and participating in regional collaboration such as PSAP manager meetings at the state and local agency levels and regional cooperation group meetings. 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 Public Safety Communications Administrator class by the administrative duties performed and additional responsibility in the areas of supervisory, fiscal, and decision-making capacity. This class is supervised by the MPSS Deputy Director 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 including at least two (2) years of supervisory experience in a public safety communications center.

Special Requirements. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation 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. Experience managing a unified call-taking model (example: telecommunicators handling the full range of public safety calls [example: law enforcement, fire and rescue, and emergency medical services]) is preferred. Experience with Computer Aided Dispatch (CAD), Computer Telephony Integration (CTI) systems, and 800 Mhz radio systems is also preferred.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates with the general public, subordinates, other City employees, management, vendors, outside agency personnel, and other emergency service providers regarding department operations in order to ensure proper emergency services to residents, businesses, and visitors to Mesa. Makes oral presentations before large and small groups at City Council meetings, public hearings, and in other settings. 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 technical reports and proposals. Instructs and trains division staff.

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. Inspects work-related conditions to determine compliance with prescribed operating, safety, health, hazards, or other regulations, standards, and guidelines. 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. Meets scheduling and attendance requirements.

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 Communications Services Division (CSD) of the Mesa Public Safety Support (MPSS)

Department. 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.

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;
law enforcement, fire and rescue, and emergency medical services operations;
incident command system practices and procedures;
emergency preparedness, management, and response practices and procedures;
legal concepts related to public safety communications;
universal call taking models;
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; and
conflict resolution techniques.

Skill in:

modern management techniques, supervisory practices, and evaluation methods;
working with diverse groups at all levels, including the City Manager's Office, City Council, and other agencies; and
office management, supervision, training, and personnel selection.

Ability to:

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.

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CS6108.doc	PAY GRADE: 61
EEO-O/A	IND-9410
JOB FCTN-ADM	SWORN-No
Non-DOT Safety and Security-Y	Non-DOT Random-N
CDL-N	DOT-N
RESP-N	INCREMENTS 074-200