



Public Safety Communications Operations Manager

Position # : PSC 1431
FLSA: Non-Exempt
Grade: 19

JOB SUMMARY

This position is responsible for managing the operations of the Emergency 911 Center.

MAJOR DUTIES

- Directs the operations of the Emergency 911 Center, including the processing of incoming calls for services and the dispatching of appropriate emergency service agencies.
- Trains, assigns, schedules, directs, supervises, evaluates and disciplines personnel; reviews and approves employee time records.
- Coordinates VCIN/NCIC training and certification for department personnel.
- Reviews CAD data for accuracy and completeness.
- Cross-checks VCIN/NCIC entries for accuracies and completeness.
- Investigates complaints and recommends appropriate management response.
- Develops and implements center policies and procedures.
- Performs the duties of a Public Safety Communications Officer as needed.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of supervisory principles and practices.
- Knowledge of emergency communications principles and practices.
- Knowledge of VCIN/NCIC policies and procedures.
- Knowledge of emergency dispatch procedures.
- Knowledge of radio and telecommunications equipment.

- Knowledge of CAD system functions and maintenance.
- Skill in the use of computers and job-related software programs.
- Skill in planning, organizing, analyzing, decision making, and problem solving.
- Skill in making decisions in high pressure and emergency situations.
- Skill in public relations.
- Skill in interpersonal relations.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Chief Deputy assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include VCIN/NCIC manuals, software manuals, department policies and procedures, and relevant federal and state laws. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied supervisory, administrative, and technical duties. The necessity of responding to unforeseen and emergency situations contributes to the complexity of the work.
- The purpose of this position is to coordinate the operations of the Emergency 911 Center. Successful performance helps ensure the effectiveness of center operations and contributes to the efficient and effective response to emergency and life-threatening situations.

CONTACTS

- Contacts are typically with department personnel, other county employees, representatives of emergency services agencies, representatives of other local governments, vendors, and the general public.
- Contacts are typically to give or exchange information, resolve problems, provide services, motivate and direct employees, and settle matters.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Public Safety Communications Supervisor (1) and all full- and part-time Public Safety Communications Officer.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years' experience or service.
- Possession of or ability to readily obtain VCIN/NCIC certification.