

POLICE COMMUNICATIONS MANAGER

Definition:

Under general direction, supervises, plans and coordinates the activities and operations of the Police Department's Communications Center; coordinates assigned activities with other divisions, bureaus and outside agencies and performs related work as required.

Essential Duties and Responsibilities:

The essential duties and responsibilities of the class include the following:

Assigns, schedules, supervises, evaluates and assists in the selection of communications staff involved in dispatching and receiving emergency and routine calls for service.

Determines training needs and coordinates or conducts appropriate training.

Investigates complaints related to the delivery of services and takes appropriate action to resolve same.

Acts as a liaison between the Communications Center and other bureaus/divisions of the Police Department and between the Police Department and the telephone company for 911 and telephone maintenance and upgrades as needed.

Monitors the update of address files through the Orange County 911 Coordinator.

Researches, prepares, recommends and manages the budget for the Communication Center.

Operates a personal computer and uses applicable software to prepare memos, letters and reports.

Reviews and updates maps, diagrams and other reference materials on a continuing basis.

Develops Communications Center goals and objectives and develops and implements policies and procedures for Communications Center operations.

Reviews existing procedures and makes recommendations to improve operational schedules, efficiency and effectiveness.

Determines the appropriate course of action in any situation not covered by department policy or procedures and notifies the on-duty Watch Commander and Division commander as appropriate.

Testifies in court as needed.

Briefs staff regarding pending emergency activity and informs superiors of unusual or major incidents.

Maintains comprehensive logs, files and reports as required by Police Department policies and procedures and state law.

Stays current on and recommends the implementation of new technology.

Maintains the Communications Center inventory to include portable radios, pagers, non-emergency telephones, forms and supplies.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Drives a vehicle on City business.

Class Characteristics:

The Police Communications Manager is a single incumbent, non-sworn management position in the Police Department with specific responsibility for the operation of the Communications Center.

Contacts and Relationships:

The incumbent is responsible for the supervision of all staff within the Communications Center. Contacts are established and maintained with Police Department employees, personnel from other public agencies and members of the public.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

Principles, practices and procedures of emergency and routine public safety communications.

Federal Communications Commission rules and regulations governing the operations of radio receivers and transmitters.

Local, state and federal laws and regulations applicable to areas assigned.

Effective supervisory techniques.

General law enforcement practices.

Municipal government operations.

English usage and grammar.

Record keeping procedures and report and memo writing.

Computer applications as they relate to communication networks, automated and emergency dispatch systems and police communications equipment.

Customer service techniques.

Budgeting methods and procedures.

Ability to:

Train, supervise and evaluate the work of assigned employees.

Plan, organize, assign and monitor the status of dispatch activities.

Develop, implement and manage a budget.

Operate a computer and use applicable software.

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

Use good judgment and make sound decisions when responding to emergency situations.

Prepare memos and reports and maintain records, charts, maps and files and other related documents.

Comprehend and follow oral and written instructions.

Communicate effectively orally and in writing.

A typical way to obtain the knowledge and abilities is as follows:

Education:

Bachelors Degree from an accredited university or college to include or supplemented by course work in business administration, public administration, criminal justice or a related area.

AND

Experience:

Four years of progressively responsible experience in a police or communications related position to include two years in a lead or supervisory capacity.

Physical Tasks and Working Conditions Include the Following:

Work is performed in a dispatch/communications center environment and requires sitting for periods of time using a computer keyboard and screen. The incumbent sits, stands and walks and may bend and reach and is exposed to digital radio sounds on a regular basis and occasional radio feed back. The incumbent may drive a vehicle on City business and must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

Special Requirements:

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

Must be able to work flexible hours to accommodate department needs.

Must be able to successfully pass a Police Department pre-employment screening process.

Possession of or ability to obtain a Dispatch Academy Public Safety Dispatcher Certificate issued by Police Officer Standards and Training (POST) within six months of employment in this position.

Fair Labor Standards Act Designation: Exempt.

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