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| Job Title | Public Safety Communication Manager | FLSA Status | Exempt |
| Band | MGR | Probationary Period | 12 Months |
| Zone | 4 | Job Code | 14452 |

Class Specification – Public Safety Communication Manager

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| Summary Statement: | |
| <p>The purpose of this position is to manage, direct, and supervise the overall operations for Police, Fire, and 911 call processing and dispatch center; to collaborate with surrounding Police and Fire agencies to provide public safety communications; and provide highly responsible and complex assistance to higher level staff. This is accomplished by setting strategic goals and objectives for the communications center; directing others to ensure operations are effective and efficiently performed; participating in various committees and projects in support of departmental goals and missions; continuously reviewing and modifying policies and procedures; providing higher level staff with information; and keeping well-versed in latest technology and laws concerning 911 and radio issues. Other duties include serving as liaison for the communications center and preparing annual budgets.</p> | |
| Essential Functions | Note: Regular and predictable attendance in the performance of this job is an essential function. |
| Time % (All below must add to 100%) | Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year. |
| 50% | Provides direction and management for communication center by supervising overall operations and coordination with surrounding agencies. |
| 5% | Manages records released under the Colorado Open Records Act (CORA) as related to 911 audio, dispatch recordings, and CAD records to comply with policies and regulations. |
| 5% | Prepares, monitors, and make recommendations to the budget for communications as well as the E911 budget. |
| 5% | Manages new technology related to 911 and dispatch functions to ensure compliance and efficiency are maintained at the highest level. |
| 35% | Serves on numerous committees to ensure public safety communications issues are sufficiently represented. |



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Competencies Required:

Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.

Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from an accredited college or university with major coursework in public administration, business administration, communications, or a related field.

Experience: Five years of full-time responsible public safety communications and/or dispatch experience including two years of administrative and supervisory experience.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

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| CCIC/ NCIC Certification | Within 3 months of start date |
| Emergency Medical/Police/Fire (EMD-EPD-EFD) | Within 3 months of start date |
| Certifications National Academies of Emergency Dispatch | Within 3 months of start date |
| Certifications required in accordance with standards established by departmental policy. | |



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Supervision Exercised:

Work requires managing and monitoring work performance by directing subordinate supervisors, including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed.

Supervision Received:

Receives Administrative Direction: The employee normally performs the duty assignments with broad parameters defined by general organizational requirements and accepted practices. End results determine effectiveness of job performance.

Fiscal Responsibility:

This job title oversees budget preparation of a division or department budget. Reviews and approves expenditures of significant budgeted funds for the department or does research and prepares recommendations for organization-wide budget expenditures.

Physical Demands:

Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly, walking or standing to a significant degree.

Environmental Conditions:

| Environmental Conditions: | Frequency |
|--------------------------------------|--------------------|
| Primary Work Environment | Office Environment |
| Extreme Temperature | Never |
| Wetness and Humidity | Never |
| Respiratory Hazards | Never |
| Noise and Vibrations | Never |
| Physical Hazards | Never |
| Mechanical and/or Electrical Hazards | Never |
| Exposure to Communicable Diseases | Never |

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Quick Response, CAD, CCIS/NCIC, CJIS, LERMS, ProQA, MS Office, Contact Map, Twitter, Facebook, Citizen Observer, 3si, CSU database, and BOSS3.



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The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: July 2014