PUBLIC SAFETY DISPATCH MANAGER

DEFINITION
Under the supervision of the Watch Commander, is responsible for managing the full operation of a 24 hour Police and Fire Communications Center.

ESSENTIAL FUNCTIONS
(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
Responsible for managing the full operation of a 24 hour Police and Fire Communications Center; supervises and trains personnel to ensure effective operation and coordination with other divisions within the Police Department; and prepares the Division’s budget and ensures that programs are operating within established budget guidelines.

Ensures Public Safety Dispatch Division provides effective, timely and efficient delivery of services to the public, emergency and non-emergency personnel and user agencies; projects staffing needs, maintains adequate staffing levels and updates personnel plans; completes performance appraisals and suggests improvements for career development; maintains the security of performance appraisals and other files; develops training plans and oversees training program; oversees personnel issues, recommends, implements and documents disciplinary actions.

Monitors and maintains the operation of the Emergency Communications Center; tests radio frequencies with surrounding Police agencies; verifies resource materials including manuals and municipal code books are current; investigates and reports complaints; may answers calls and provides callers with information or alternatives to police and fire intervention; answers 9-1-1 calls, determines type of emergency, confirms location and connects caller to agency.

Advises users on telephone and voice mail issues, questions and usage; investigates, recommends and purchases telecommunication equipment; reviews telephone bills and other invoices for accuracy and takes appropriate action on billing errors; researches ongoing problems and billing issues; orders and disconnects services when appropriate; negotiates costs of equipment or services with vendors; manages special projects assigned by the ITC Director.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
Knowledge of telecommunication and voice mail technical manuals
Knowledge of telephone system and equipment upgrade concepts
Knowledge of telecommunication terminology, billing and industry standards
Skilled in safely utilizing power and technical tools to install and maintain telephones and equipment
Skilled in negotiating cost of equipment or services with vendors
Skilled in prioritizing work assignments and meeting deadlines
Skilled in providing and following oral and written instructions
Skilled in establishing and maintaining effective working relationships
Ability to effectively communicate verbally and in writing in English with all levels of staff and public

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in an office environment. Work may require frequent standing, walking, climbing, bending and lifting up to 25 pounds. Incumbents may be exposed to repetitive motion, vision to monitor, background noise and electrical current.

QUALIFICATIONS
A Bachelor’s Degree from an accredited college or university in Public Administration, Police Science, Criminology, Administration of Justice, Communications Engineering or a closely relative field a minimum of three years of Public Safety Communications experience, of which one-year must have been in a supervisory capacity. Must possess at the time of application and maintain a valid California Driver’s License.