



HUMAN RESOURCES DEPARTMENT

POSITION DESCRIPTION

TITLE: Police Communications Manager **LAST UPDATED:** 09/18/2013
DEPARTMENT: Police **JOB CLASS:**
REPORTS TO: Deputy Police Chief **FLSA DESIGNATION:** Exempt

Summary: Under general direction of the Deputy Police Chief, the Communications Manager manages the operations of the Police Communications Division to include managing public safety dispatch and personnel, updating division policies and procedures; budget preparation; equipment management, etc. Manages the Communication Supervisors and any additional assigned staff.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) may not be required to perform all duties in this description and incumbent(s) may be required to perform position-related tasks other than those specifically listed in this description.

Essential Job Functions:

- Manages, supervises, and coordinates Communication Division operations and provides personnel management and leadership for the Division.
- Manages assigned personnel by motivating and leading, correcting personnel issues, resolving problems and administering the disciplinary process.
- Supervises, directs, and evaluates assigned staff, processes employee concerns and problems, Directs work, counsels and disciplines; completes employee performance appraisals; conducts interviews and makes hiring recommendations.
- Interprets, explains, and ensures compliance with all applicable laws, rules, regulations, standards, safety practices, policies, and procedures: initiates any actions necessary to correct deviations.
- Monitors activity and dispatch communications by listening to and reviewing calls, provides technical guidance and assistance and resolving issues.
- Performs investigative background research regarding incidents and provides feedback for citizens, other City departments as appropriate.
- Reviews and analyzes data, formulates conclusions and identifies trends/probabilities and makes recommendations and/or initiates appropriate action.
- Prepares section's budget based on research and projection of work activity levels and equipment needs.
- Provides assistance to the Emergency Operations Center.
- Develops, updates, and maintains Communication Division Standard Operating Procedures
- Consults with Deputy Police Chief, department management staff, public safety agencies and other officials to review operations/activities, review/resolve problems, receive advice/direction and provide recommendations.
- Serves as liaison with various governmental agencies and other City departments.
- Coordinates training activities for communications employees: selects and approves training activities; ensures adequate training of staff members.
- Develops and conducts division and departmental training programs regarding public safety communications; and coordinates on-the-job training to division personnel.

- Performs administrative tasks: documents all activity in Communications division; oversees accurate documentation of police, fire, and EMS activity for and generates reports; formulates/writes reports and correspondence.
- Compiles statistical data pertaining to communications operations; analyzes data and identifies trends, summarizes data and prepares reports.
- Oversees operation and maintenance of telephones, computers, and communications equipment associated with public safety communications and ensures proper working condition of equipment.
- Researches and meets with equipment vendors to determine updates for communications systems software or other equipment.
- Assists the Information Technology department with ensuring the security, confidentiality and integrity of information maintained in computer systems; troubleshoots problems involving computer systems, terminals, and related hardware.

Other Important Duties:

- May be required to perform the responsibilities of Police Dispatcher as needed.
- Travels to attend meetings, conferences and training.
- Performs other related duties as assigned.
- Regular and consistent attendance for the assigned work hours is essential

Required Knowledge and Skills:

- Knowledge of TCIC/NCIC and TLETS/NLETS rules, regulations, and certification requirements.
- Knowledge of methods, practices and procedures for responding to and dispatching emergency services.
- Knowledge of computer aided dispatch equipment, terminology, regulations and other dispatch related equipment.
- Knowledge of research, analysis, and retrieval techniques to develop statistical information.
- Knowledge of City policies and procedures.
- Proficiency in the use of computers and related equipment, hardware and software.
- Skill in effective oral and written communications.
- Skill in planning and implementing departmental procedures and objectives.
- Skill in effectively supervising and delegating duties to assigned staff.
- Skill in resolving customer complaints and concerns.

Preferred Education, Experience, and Certifications:

- Bachelor's Degree in Communications, Criminal Justice, Business Administration, Political Science or related field, **and** five (5) years public safety dispatch experience, three (3) years of which is in a managerial or supervisory role; **or** equivalent combination of education and experience.
- Must possess and maintain Texas Law Enforcement Dispatch Certification, TCIC/NCIC, NLETS/TLETS, Vesta 9-1-1 Equipment, and TTY certifications.
- Must pass a pre-employment drug screen, criminal background investigation, psychological and polygraph tests and MVR check.
- Must possess State of Texas Drivers License.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in a police department dispatching section setting.
- May be subject to repetitive motion such as typing, data entry and vision to monitor.
- May be subject to occasional bending, reaching, kneeling and lifting such as retrieving or replacing video or audio tapes, retrieving and replacing files and records.

- May be exposed to extended periods of sitting, viewing monitors and/or talking on the telephone or radio.
- May be exposed to irate and hostile individuals, emergency situations, and a high stress environment.
- Must be able to occasionally lift up to 25 pounds.

Equipment and Tools Utilized:

- Equipment utilized includes personal computer, copier, calculator, fax machine, other standard office equipment, video equipment, tape recorders, and police radios.

Approved By:

Signed by Darren Stevens on:
Darren Stevens, Deputy Police Chief

09/18/2013
Date


Shannon Allyn, Human Resources Generalist

09/18/2013
Date