

<b>CITY OF CEDAR RAPIDS POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> NB471 Public Safety Dispatch Operations Manager
<b>POSITION #/TITLE:</b> 2587 Public Safety Dispatch Operations Manager	<b>Adopted:</b> 12-09
	<b>Revised:</b> 06-14

<b>POSITION DESCRIPTION</b>
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<b>Dept /Division:</b> Police/Joint Communications	<b>Manager Level:</b> Manager
<b>Salary Plan/Description:</b> NBU/Non-Bargaining Unit	<b>Salary Grade:</b> 13
<b>Reports To Position #/Job Code #/JC Title:</b> 1259/NB218/Public Safety Dispatch Manager	<b>Dotted-line Reports To Position #/Job Code #/JC Title:</b>
<b>FLSA Status:</b> Exempt	<b>City Overtime Status (Employee Type):</b> Exempt (Salaried)
<b>Physical Demand Rating:</b> Sedentary	<b>Work Environment:</b> Controlled
<b>Pre-employment Testing:</b> Drug and health screening after contingent offer. National Crime Information Center (NCIC) background check.	<b>Position Testing:</b> Job fit assessment
<b>Personal Protective Equipment:</b> None	

<b>General Statement of Duties</b>
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Provides management support and supervision of employees for a public safety communications center including calls for law enforcement, fire service and emergency medical assistance and other services provided to the community.

<b>Distinguishing Features of the Class</b>
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Considerable leeway is granted for the exercise of independent judgment and initiative. Supervision is exercised over the work of the Telecommunicator I, II, and III.

<b>Examples of Essential Work (Illustrative Only)</b>
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Manages the activities and operation of the center's personnel as assigned;  
 Assists with the center's budget on an annual basis;  
 Researches materials and standards for policies, procedures, and directives for the center;  
 Performs general administrative functions including directing, planning, and reporting daily tasks of the center;  
 Provides management of the center on the assigned shift and hours, preparing schedules and assignments;  
 Develops and implements goals and timetables;  
 Assists with the hire of new employees based on criteria set by the Public Safety Dispatch Manager and City Human Resource standards;  
 Confers with Public Safety Dispatch Manager when requested;  
 Keeps current with the latest technology and equipment pertaining to the center and makes appropriate presentations;  
 Performs public relations functions for the communications center;  
 Assists with recruitment and oversees training, including Emergency Medical, Fire, and Police Dispatch protocols and quality assurance;  
 Insures the maintenance and availability of communications equipment and supplies; insures that all systems, programs and equipment meets the needs of the departments involved in the center;  
 Insures that laws and requirements are met;  
 Provides CAD, RMS, and Dispatch computer support as required;  
 Administers disciplinary actions based on criteria set by the Public Safety Dispatch Manager and City standards;

Serves as liaison with other department(s) personnel and public agencies in matters of mutual concern;  
Conducts timely performance reviews and monitors performance and staffing needs;  
Performs all work duties and activities in accordance with City policies, procedures and safety practices;  
Attends work regularly at the designated place and time;  
Supports continuous process improvement initiatives;  
Performs related work as required.

### **Required Knowledge and Abilities**

Knowledge of budgeting principles and procedures in order to develop budget and allocate resources;  
Knowledge of law enforcement, fire fighting and emergency assistance and related activities;  
Knowledge of the principles and methods of the Enhanced 9-1-1, Text to 9-1-1 (T911) and Next Generation 9-1-1 (NG911) emergency telephone system and standard telephone operations;  
Knowledge of the CAD System, Records Management and other computer programs that affect the operation of the center;  
Knowledge of the Federal Communications Commission Rules and Regulations pertaining to the operation of public safety dispatching centers and equipment; knowledge of standard broadcasting procedures and rules;  
Knowledge of the principles of personnel management and supervision;  
Knowledge of all laws that are applicable to the jurisdiction, policies, rules, and regulations applying to the center in order to develop, implement, and manage programs and activities of the center and its requirements;  
Knowledge of city policies;  
Ability to manage and direct employees of the center;  
Ability to perform all the duties of subordinates;  
Ability to communicate both verbally and in writing (in English) in order to give presentations, write policies, and confer with others;  
Ability to obtain and retain all necessary certification, memberships, and requirements of the position;  
Ability to perform detailed administrative work in the management of the Center including budget preparation, cost analysis, evaluation of technical and operational needs, policy preparation and interpretation and other related duties;  
Ability to evaluate the Center's needs and present them clearly and concisely;  
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;  
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;  
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;  
Ingenuity and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

Graduation from an accredited college or university with a minimum of a Bachelor's Degree in Public Safety Administration, Emergency Management, or related field; and  
Considerable experience in public safety dispatch communications, including progressively responsible supervisory assignments and responsibility for installation and/or maintenance of technical communications equipment; or  
Any equivalent combination of experience and training, which provides the knowledge and abilities necessary to perform the work.

### **Required Special Qualifications**

Must reside within 30 minutes of communications center; subject to on-call policies.  
National Emergency Number Association Emergency Number Professional (ENP) Certification.  
Ability to pass and maintain NCIC Certification.  
Ability to pass and maintain CPR Certification.  
Ability to pass and maintain Emergency Medical Dispatch (EMD), Quality Assurance (Q) Training and Exam(s).

Ability to pass and maintain Emergency Fire Dispatch (EFD), Quality Assurance (Q) Training and Exam(s).

Ability to pass and maintain Emergency Police Dispatch (EPD), Quality Assurance (Q) Training and Exam(s).

<b>Essential Physical Abilities</b>
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Requires the following, with or without reasonable accommodation:

Clarity of speech and hearing which permits the employee to communicate effectively;

Sufficient vision which permits the employee to operate equipment and tools;

Sufficient manual dexterity which permits the employee to operate equipment;

Sufficient personal mobility which permits the employee to work in a general office environment.