

DATE	May 2007
JOB CODE	
FLSA	EXEMPT
EEO	

JOB TITLE: Telecommunications Center Manager

DEPARTMENT/DIVISION: Police REPORTS TO: Assistant Chief of Police

SUMMARY: Responsible for managing the activities and personnel in the telecommunications center to include: hiring, evaluating and terminating staff; reviewing and approving schedules; and, managing the PMP. Serves as the Terminal Agency Coordinator. Work is performed with general direction, working from broad goals and policies.

ESSENTIAL JOB FUNCTIONS:

- Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.
- Manages the activities of the Telecommunications Center, which includes planning, developing, coordinating, administering, and evaluating workflow, processes, procedures, systems, and standards; ensures compliance with Federal, State, and local laws, regulations, codes, and/or standards.
- Creates and submits detailed reports related to Center activities, employee performance, procedure modifications, and/or other related items.
- Coordinates activities between center staff and other public safety divisions and/or outside agencies.
- Serves as the Terminal Agency Coordinator, which includes: managing the Criminal
 Justice Information Systems policies and procedures; working with police personnel to
 ensure employee access to applicable database systems; maintaining current policies and
 operating manuals; coordinating with appropriate internal individuals and departments to
 ensure employees are trained and certified at appropriate access levels; coordinating with
 supervisors to complete re-certification testing; and/or, performing other related
 activities.
- Receives, investigates, and resolves requests for information, concerns, and complaints related to subordinate staff conduct or performance.
- Prepares tapes for departmental investigations, court prosecution, and public information requests.
- Monitors incoming telephone and radio transmissions.
- Performs other duties as assigned.

SUPERVISORY/BUDGET RESPONSIBILITIES:

• Supervises Telecommunications Shift Supervisors and Dispatchers.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of supervisory principles;
- Knowledge of terminal agency operations;
- Knowledge of two-way multi-frequency transceiver terminology, procedures, and techniques;
- Knowledge of emergency communications facility operations, procedures, and standard policies;
- Knowledge of basic law enforcement and emergency management operations;
- Skilled in monitoring and evaluating subordinates;
- Skilled in delegating and prioritizing work;
- Skilled in providing customer service;
- Skilled in remaining calm in stressful situations;
- Skilled in operating multi-line phone systems;
- Skilled in preparing reports;
- Skilled in training subordinates on work methods;
- Skilled in operating applicable equipment;
- Skilled in making sound decisions with broad guidelines;
- Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures;
- Skilled in preparing clear and concise reports;
- Skilled in maintaining sensitive and confidential information;
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.
- Some college coursework in business management.
- Four years of progressively responsible experience in a telecommunications center.
- TCLEOSE/ Telecommunication Certification.
- NCIC/NLETS Certification.
- TCIC/TLETS Certification.
- Emergency Medical Dispatcher Certification.
- CPR Certification.

PREFERENCES:

None.

WORKING CONDITIONS:

- Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity.
- Work is typically performed in a standard office environment.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.