

2520
2521(NC)

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

4/12/11
 Revised

TITLE: PUBLIC SAFETY COMMUNICATIONS MANAGER
PUBLIC SAFETY COMMUNICATIONS MANAGER (NON-CLASSIFIED)*

DEFINITION

Under general direction, to plan, organize, coordinate, and direct the activities of the Public Safety Dispatch Center and 9-1-1 emergency telephone system for both Fire and Police operations; and to do related work as required. *Positions designated as Non-Classified are exempt from the classified service. The Incumbent shall be appointed "at-will" and serve at the pleasure of the City Manager.

REPORTS TO: Police Captain and/or Fire Battalion Chief

SUPERVISION RECEIVED AND EXERCISED

Under the general direction of the Police and Fire Chief, with direct supervision by a Police Captain. Exercises general supervision over Public Safety Communications Supervisors.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Assist in the development and implementation of goals, objectives, policies, procedures, and priorities.
- Develop and supervise development of dispatcher training programs and conduct in-service training programs as required.
- Evaluate existing procedures and internal policies and recommend new and revised procedures and policies for effective dispatch center operation.
- Determine staffing requirements and develop work schedules, shift and work assignments.
- Review shift activity reports, monitoring equipment operation, and reporting and expediting equipment maintenance and repair requirements.
- Assist in budget preparation and administration, developing system cost and justification information as requested.
- Supervise maintenance of Federal Communications Commission technical equipment, operating, maintenance, and service records.
- Select, supervise, train, and evaluate subordinate personnel.

QUALIFICATIONS

Knowledge of:

- Federal Communications Commission procedures, rules and regulations governing communications systems operations.
- Proper operation, uses and limitations, and maintenance and service requirements of computer assisted communications equipment.

- Principles of supervision, training, and performance evaluation.
- Modern office methods, equipment, and procedures.
- Police and Fire Department procedures, functions and reporting relationships.
- Operational characteristics, services and activities of a comprehensive emergency communications and public safety dispatch program.
- Emergency Medical Dispatching and Pro Quality Assurance procedures as it relates to 911 calls.
- Supervisory experience in consolidated Public Service Answering Point (PSAP) encompassing a large population similar in size to the City of Riverside.
- Experience with consolidation of dispatching operations and a solid understanding of Geographic Information System (GIS) concepts and other location based technologies such as Computer Aided Dispatch (CAD) Automatic Vehicle Locator systems.

Ability to:

- Coordinate and supervise the work of a public safety dispatch center.
- Work cooperatively with both police and fire departments to meet dispatch needs.
- Operate computer assisted communications equipment.
- Work under pressure and exercise good judgment in emergency conditions.
- Communicate clearly and concisely, orally and in writing.
- Supervise, train, and evaluate staff.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's degree with major course work in public or business administration, criminal justice, fire science or a related field. Two additional years of qualifying experience may be substituted for up to two years of required education (60 semester units).

Experience: At least five years of experience in combined police/fire centralized public safety dispatching operations, including at least two years in a supervisory capacity.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Must be able to pass an intensive police and fire background investigation.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Public Safety Communications Manager

TO: