



CLASS SPECIFICATION

Class Code: 60018727
Date Est: 01/2020
Last Rev:
Last Title:
FLSA: exempt
Probation: 12 months

COMMUNICATIONS CENTER MANAGER

DEFINITION

Under administrative direction, this position reports directly to the Governance Board on budgetary, personnel, and strategic issues while managing, directing, and overseeing the day-to-day operations of the Communications Center at the Washoe County Sheriff's Office; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in business administration, public administration, or a closely related field AND five years of full-time progressively responsible experience in the management of a Public Safety Answering Point (PSAP) Communications center; OR an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at time of the appointment and must be maintained for continued employment.

Possession of, or ability to obtain within six months of employment, current certification on the NCIC/CJIS criminal history information systems is required for continued employment.

Possession of, or ability to obtain within one year of employment, current certifications in Emergency Medical Dispatch, Emergency Police Dispatch, Emergency Fire Dispatch, and quality assurance certification through the International Academy of Emergency Dispatching, and CPR certification at Healthcare provider level is required for continued employment.

SUPERVISION EXERCISED

Exercises direct supervision over professional and support staff.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Direct, organize, and supervise the functions and activities of the Washoe County Sheriff's Office Communications Center (Communications Center).

Coordinate between partner agencies to ensure cooperation for their continued usage of the Communications Center.

Develop, monitor, and administer the Communications Center budget to ensure effective and efficient use of resources; ensure all expenditures meet applicable regulations; communicate with the Communications Center boards and committees about the financial aspects of the operations.

Serve as chair of the Operations Committee; support the Governance Board and participate on designated boards including the E911 Committee, 800mhz User Group, and other boards as needed; develop and make presentations; draft policies, procedures and operations manuals pertaining to all functions within the Communications Center; prepare agendas and take minutes; prepare staff reports; and complete special projects as assigned.

Network with partnering agencies to ensure equitable and fair access to the Communications Center resources; administer and ensure priority use of the Communications Center in accordance with interlocal agreements and identify external funding sources to assist in supporting the Communications Center (e.g., E911 Board budget).

Coordinate with user/partner agencies and E911 Committee for recovery of equipment and repair costs.

Appear before, and network with, various boards and commissions, government agencies, legislative committees, advisory committees, and others on behalf of the Communications Center.

Participate in the selection of assigned staff; coordinate staff training; establish schedules and methods for providing emergency dispatch services.

Maintain a variety of automated and manual logs, records, files and indexes pertaining to emergency and dispatching activities.

Supervise assigned staff to include determining work performance standards, conducting performance evaluations, coaching and mentoring, work assignments and reviews, establishing work schedules, conducting employment interviews, and implementing disciplinary measures following human resource standards.

Ensure staff compliance with training and policy, and that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary risk of on-the-job injury.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

County and departmental/divisional practices, policies, and procedures.

Principles and practices of management and supervision including program planning, implementation, and administration.

Federal, state and local laws, statutes, codes, regulations and standards pertaining to a Communications Center.

Operations, services, and activities of a comprehensive emergency services dispatching program.

Principles of budget preparation and fiscal accounting with respect to scheduling.

Managing, organizing and coordinating multiple functions of a Public Safety Answering Point (PSAP).

Methods and techniques of market research, statistical data collection, and analysis and report preparation.

Ability to:

Effectively supervise, motivate and develop staff.

Understand the organization and operation of the Sheriff's Office, Washoe County, and outside agencies as necessary to assume assigned responsibilities.

Plan, coordinate and direct assigned functions and activities with optimum efficiency.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

911 emergency dispatch services.

Principles and practices of supervision.

Roles and responsibilities of interfacing agencies and governing bodies.

Modern office practices, methods and procedures including record keeping and budget principles.

Training standards for staff.

Operation of the CAD/Dispatch Board.

Ability to:

Supervise personnel, including training, assigning and reviewing work, administering discipline, and conducting performance evaluations.

Evaluate work priorities, procedures and processes to determine their effectiveness and efficiency and implement changes as necessary to improve operations.

Use a variety of computer software systems and enter data at a speed necessary for successful job performance.

Operate the CAD/Dispatch Board.

Effectively plan and organize work to meet schedules and timelines.

Maintain confidentiality of data and information.

Exercise good judgment, flexibility, and creativity in response to changing situations and needs.

Read, interpret and apply statutes, codes, regulations and policies pertaining to emergency services.

Write comprehensive narrative reports and recommendations.

Ability to remain calm in emergency situations.

Interact effectively with a variety of individuals under potentially stressful situations.

Analyze information, project consequences of proposed actions, and develop appropriate actions.

Communicate effectively, both orally and in writing.

Maintain cooperative and collaborative working relationships with all those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to work in a standard office environment with the ability to walk, sit and/or stand for long periods of time.

Must be available to work weekends and, holidays as needed in the event of an emergency and to work overtime as needed.

Must complete and submit a personal history statement and pass an extensive background investigation to include fingerprint check, criminal history check, and Computerized Voice Stress Analysis (CVSA) examination; must pass an audio/hearing test.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.