

FIRE COMMUNICATIONS MANAGER (RM)DEFINITION

Manages the operations of the Fire Department Communications Center to ensure effective, 24-hour-a-day fire dispatch service. Helps ensure effective communications Department-wide by troubleshooting system problems and coordinating maintenance, storage, and repairs.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Coordinates and supervises routine and emergency operations of the Fire Dispatch Center. Ensures the essential function of fire dispatch is performed in compliance with federal, state, and local regulations and Department policy. Supervises and evaluates the performance of all Communications Center personnel. Ensures adequate and appropriate staffing for 24-hour-a-day operation. Develops, implements, and monitors training for all division staff, including maintaining training manuals and providing guidance to staff in the proper use of the Computer Aided Dispatch (CAD) system. Develops, implements and updates operating policies and procedures. Develops and maintains the CAD system and ensures its sound operation. Ensures proper storage of critical data, including emergency response audio tapes. Investigates and responds to citizen complaints and inquiries. Maintains, stores, investigates malfunctions, coordinates repairs for and/or ensures adequate supply of communicative equipment such as headsets, telephone equipment, defibrillator equipment, APCOR radios, 800 MHz radios, and the radio LAN. Identifies equipment needed to achieve efficient operation of the Communications Center. Prepares and monitors the Division's budget. Administers vendor contracts by preparing proposal requests, negotiating final terms, and writing Council action requests to award bids. Responds to court subpoenas and investigates complaints. Prepares Division's monthly report and compiles ad hoc reports as requested. Performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

This is a stand-alone classification responsible for the effective management of the Fire Service Dispatch unit. Incumbents in this classification supervise the Fire Service Dispatch personnel, and are also responsible for troubleshooting equipment and program problems to ensure uninterrupted dispatch services to the community.

RECOMMENDED MINIMUM QUALIFICATIONS

Five years of experience in public safety communications, including two years of supervisory experience or three years of lead supervision experience, or any equivalent combination of experience and education which provides the knowledge, skills and abilities listed below.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: Modern and complex principles and practices of fire communications systems and equipment including computer-aided dispatch and related emergency systems; principles of supervision, training and performance evaluation; fire dispatching procedures; pertinent federal, state and local laws, codes and regulations.

Skill in: Operation and maintenance of computerized communications equipment.

Ability to: Manage and coordinate the work of supervisory and technical personnel; select, supervise, train and evaluate staff; identify, analyze, and resolve problems; counsel staff and administer discipline; interpret and explain Fire Communications policies and procedures; research, analyze and evaluate new equipment, program techniques, and methods and procedures; prepare clear and concise reports; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with communications staff, fire personnel, City officials and the general public.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

The successful performer is an experienced professional with the ability to manage a busy 24-hour-a-day fire communications center. This individual uses excellent communication and decisive decision-making skills to promptly resolve daily operational problems and issues. The incumbent has strong analytical, customer service and interpersonal skills, and the ability to organize operations and supervise staff in a highly demanding work environment.

Class title established per Council Resolution No. 98-018,
effective 7-1-98

Class Specification Revised: 06/98; 5/03
ADA Approved: 05/03