

POLICE COMMUNICATIONS MANAGER (RM)

DEFINITION

Coordinates and supervises the operational activities of public safety communications staff to provide 24-hour-a-day police dispatch service.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Assists with the hiring of new personnel; meets with staff to identify and resolve problems; supervises and evaluates performance of all supervisory personnel; implements disciplinary procedures, if necessary. Develops, implements and supervises training for all communications staff. Ensures operational compliance with Federal, State and County laws and regulations. Develops, implements and updates operating policies and procedures; participates in field and special problem solving. Prepares Requests for Council Action, requests for proposals and other required reports and documents as needed. Investigates and responds to citizens complaints and inquiries; attends and participates in professional and civic group meetings; coordinates with outside agencies in areas of operational and technical compatibility, including serving as the 911 liaison with the telephone company. Coordinates the technical activities of the Communications Division including the CAD system and the telephone and radio call recording system. Develops and monitors the Communications Division annual budget; researches and makes recommendations for new systems and product selections; coordinates with vendors. Participates in department-wide management decision-making and advanced planning of departmental programs; provides staff assistance to the Field Operations Captain. Performs other related functions and responsibilities as required.

RECOMMENDED MINIMUM QUALIFICATIONS

Completion of probation as a Police Communications Supervisor with the City of Santa Ana and five years of experience in public safety communications including two years of supervisory 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 police communications systems and equipment including computer-aided dispatch and related emergency systems; principles of supervision, training and performance evaluation; police 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 Police 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, police 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 police 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 and supervise functions in a highly demanding work environment.

Class title established per Council Resolution No. 93-039,
effective 7-1-93

Class Specification Revised: 7/94
Reviewed: 12/02
ADA approved: 12/02