Job Description

Job Title:	Public Safety Communications Manager	Classification:	Classified
Department:	Police	Grade:	210
Occupational Group:	Emergency Communications	FLSA:	Exempt
Status:	Full-Time	Supervisory:	Yes

Primary Purpose

Under general supervision; manages the operations and staff of the Public Safety Communication Center of the Police Department.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Manages the Public Safety Communications Center staff; assesses daily activities for compliance by reviewing dispatch audio records, evaluating statistical reports, counseling staff and retraining as needed to ensure calls are handled timely, accurately and in compliance with policies and procedures.
2. Reviews, develops, and implements updated procedures for the Communication Center to ensure effective communications system service delivery.
3. Trains staff regarding new and revised policies, procedures, and techniques for public safety communication operations. Provides or directs the retaining of staff, as needed.
4. Maintains familiarity with the full range of duties of staff as needed to ensure effective delivery of dispatch services; maintains records; prepares reports. Operates a dispatch workstation as needed for critical events, staffing shortages, and for training purposes.
5. Coordinates with computer programming staff to develop and revise programs to ensure effective operation of the computerized records systems; generates required statistics and reports.
6. Works with records staff to ensure accurate record entry; resolves problems and questions regarding a variety of computerized records systems.
7. Investigates complaints received from the public or staff; takes action to resolve the issue in a timely manner.
8. Works collaboratively with other public safety entities to determine the efficient delivery of appropriate services.
9. Identifies and resolves problems regarding current services; identifies, develops, and implements procedures that will increase service effectiveness and efficiency.
10. Develops or reviews reports and records as needed for the Communication Center and the City. Studies reports to evaluate staffing, training needs and trends.
11. Performs public relation duties by communicating professionally at City, public meetings with community groups, special interest groups or agencies, City Council meetings, media interviews, and public safety agencies. Educates individuals or groups on the services provided by the Public Safety Communications Center; seeks feedback and ideas to improve services for Joplin and surrounding area residents; develops cooperative programs for emergency communications.
12. Contributes effectively to the Police Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.
13. Coaches and develops direct reports by providing regular feedback regarding employee performance. Provides timely and constructive feedback through the formal evaluation process.

14. Addresses employee performance concerns in compliance with established policies and procedures. Participates in the disciplinary process by providing critical input prior to the Department Director issuing a final recommendation for disciplinary action in compliance with the City's policies and procedures.
15. Participates in hiring and promotional processes by providing critical input to the Department Director and Human Resources regarding hiring and promotional opportunities. Cooperates and coordinates with the City Human Resources Department to comply with rules and regulations related to recruitment, hiring, and promotional processes.
16. Develops and manages the division's annual budget and serves as the subject matter expert for divisional budget requests included in the departmental budget. Reviews and recommends budget expenditures for non-personnel costs, to the Department Director to ensure spending is minimized and services are maximized throughout the fiscal year, in compliance with the City's purchasing policies and procedures, and are authorized in the budget.

Other Duties

- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Emergency dispatch policies and practices; data entry procedures; Computer Aided Dispatch methods; NCIC computer operation/use policies and procedures; names and locations of streets in the City of Joplin; general Police and Fire Department operations; basic office management practices and procedures, including staffing and scheduling of resources, employee coaching and development, performance evaluation; principles and practices of training and supervision; Microsoft Office Suite.

Skill in: Planning and directing an emergency communication center; communicating clearly, both verbally and in writing; establishing and maintaining effective working relationships with Federal, State, and local law enforcement officers, Fire Department and emergency response staff, and the public; scheduling coordination and reviewing the work of staff; planning, organizing, and directing an emergency communications and dispatch program; managing projects applicable to improvements and upgrades of the Communications Center; evaluating staff performance to determine if communications services meet established standards; Microsoft Office Suite.

Education: Graduation from an accredited college or university with an Associate's degree in Office Management, Business Administration, or related discipline is required. Bachelor's degree is preferred.

Experience: Three years of full-time emergency communications and dispatch work which includes supervisory experience.

Licenses and Certifications: Possess and maintain a valid state issued driver's license. Must be certified to operate the Missouri Uniform Law Enforcement System (MULES) or able to be certified within one year. Emergency Medical Dispatch (EMD), CPR/First Aid, APCO Certified Public-Safety Executive (CPR), APCO Registered Public-Safety Leadership (RPL), NENA Center Manager Certification Program (CMCP), and IAED Communication Center Manager (CCM) certification is preferred.

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in-person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	