ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, Telecommunications
Job Code: 6120
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to manage operations and staff of the Emergency Communications Unit.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to management; and updates and maintains department standard operating procedure manuals.

Manages operational functions of emergency communications for the Police Department: ensures timely receipt, dispatch, and handling of emergency communications transactions; ensures staff performance is in accordance with established policies, procedures, and regulations; coordinates work activities with law enforcement, fire department, medical facilities and other agencies; assists in developing and implements policies, procedures and standards; and manages the implementation of programs and services through subordinate supervisors and staff.

Monitors and evaluates unit programs, services, and operations: assesses department effectiveness and performance; manages and implements quality assurance and quality improvement initiatives; conducts unit and employee inspections and call monitoring; prepares, reviews, and analyzes various operational and statistical reports and staffing needs; and identifies and implements changes to maximize use of resources and improve emergency communication services.

Manages unit training activities: coordinates and conducts new-hire training, on-the-job training, recertification, continuing education, and other unit and department training regarding Computer Aided Dispatch (CAD), mapping, National Incident Management Systems (NIMS), state and national crime information systems (DCI, SBI, and NCIC) and other unit operations and procedures: prepares, maintains, and updates training materials; revises training protocols and creates new procedures as needed; monitors, evaluates, and determines training, recertification and continuing education needs of each employee; schedules training and or registers employees for training, as needed; and maintains and submits training documentation as required.

Manages and administers emergency communications equipment, systems, and technology: evaluates performance of current systems and technology; and identifies needed changes, modifications and/or enhancements; recommends changes to current technology systems or applications to meet emergency communications needs; ensures proper maintenance and repair of communications equipment, radios, and systems; performs system updates, backups, and maintenance; establishes access levels and maintains system security; and coordinates with contractors, vendors and suppliers regarding the procurement of new equipment and technology.

Assists during critical incidents and high-volume periods: answers incoming emergency and non-emergency voice and Telecommunication Device for the Deaf (TDD) calls; determines nature of call and correct signal and/or code; ensures that all the appropriate personnel and/or equipment has been dispatched and notifications have been made to the appropriate personnel; and enters information into the Computer Aided Dispatch (CAD) System.

Responds to questions or complaints related to emergency communications activities and personnel: provides information and education; investigates and researches problems; and initiates problem resolution.

Maintains a current, comprehensive knowledge and awareness of applicable laws, regulations, principles, practices, trends, and technology regarding emergency communications: reads professional literature; maintains professional affiliations; maintains required certifications; and attends meetings, workshops, and training sessions as required.

Communicates with supervisor, subordinates, other City employees, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, timesheets, training forms and certification documents, performance evaluations, CAD documentation, audio tape requests, automatic vehicle location (AVL) documentation, call statistics, unit and employee inspection reports, DCI validations, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet,

database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Associate degree in Communications, Public Safety, or a related field required; supplemented by five years of experience in emergency communications, to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license. Must possess and maintain the following additional certifications: Telecommunicator, DCI, NCIC, CPR, First Aid, or other certifications as required by department administrators.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to function in a managerial capacity for a division or organizational unit; includes the ability to make decisions on procedural and technical levels.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.