

PUBLIC SAFETY COMMUNICATIONS MANAGER

PERMANENT FULL-TIME POSITION

\$52,457.60 - \$67,392.00 annually

Beginning Rate:

\$52,457.60 annually

RESPONSIBILITIES

Under general direction, coordinates and oversees the day-to-day operations of a consolidated Police, Fire, and EMS Communications Center. Coordinates, implements and assists in formulation of policies and procedures for the communication center. Supervises the preparation of work schedules to provide adequate coverage on all shifts. Conducts investigations into citizen complaints and allegations of misconduct, makes recommendations as to discipline, training and remedial action. Reviews, implements and interprets operating procedures and submits recommendations for change. Identifies, analyses and recommends solutions for operation problems. Supervise formalized training programs for dispatch personnel. Prepare personnel evaluations on subordinate staff. Supervises maintenance of records and files necessary to the dispatch function. Uses a computer-aided dispatch terminal and regular telephone lines. Receives emergency calls from the public, determines the nature and location of the emergency, determines the priority and dispatches the necessary equipment in accordance with established procedures. Assists in emergency dispatch of public safety personnel as needed.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university in public administration, business administration, communications, criminal justice or a closely related field; **AND**

Five (5) years experience in a public safety dispatching position that includes at least two (2) years in a supervisory position.

Substitution: The Bachelor's degree is preferred, however, related experience may be substituted for the required education on the basis of one month of experience for 2-1/2 semester hours or 4 quarter hours of education.

NOTE:

All applicants are subject to an extensive background investigation to determine suitability for police support work and the maintenance of confidential records. The background investigation includes a criminal background review, fingerprinting and investigative interview. All information provided by the applicant will be verified. Applicants who materially misrepresent any information provided in the employment process will be excluded from consideration or dismissed if already employed.

Physical Requirements: See well enough to quickly read fine print, charts, graphs, maps, VDTs and to see fine detail with no color deficiencies; hear well enough to understand radio and telephone transmissions through headsets, handsets, and speakers, sometimes with interference, static and background noises, such as with others talking in the room, audible radio noise and telephones ringing; hear others whether or not they are in view; discern various tones, rhythms and series of "beeps" through a headset and over a speaker; speak in a clear, understandable voice with sufficient volume and tone quality to project effectively over the radio, telephone, and in person; stamina to sit for long periods; use of fingers and hands to write, operate computer keyboards and radio computer equipment.

Department Requirements: Ability and willingness to attend local and out of area training courses as authorized and required; willingness to wear a uniform and comply with department grooming standards; maintain minimum unscheduled absences and a high rate of attendance; maintain a positive attitude and be flexible to change. Job involves exposure to explicit language and traumatic events.

Position may work weekends, shifts and holidays as required.

RECRUITMENT IS OPEN AND CONTINUOUS

A completed CBJ application form, Number P001, must be received in the Personnel Department. This bulletin announces open and continuous recruitment until a five-day notice of closing is posted.

WHERE TO APPLY

City and Borough of Juneau, Personnel Department
Municipal Building, Room 106
155 South Seward
Juneau, Alaska 99801
www.juneau.org/cbjobs