

REGIONAL COMMUNICATIONS CENTER MANAGER

• Montrose County (Colo.) Sheriff's Department •

POSITION TITLE: REGIONAL COMMUNICATIONS CENTER MANAGER
DEPT/DIV: SHERIFFS DEPARTMENT
PAY RANGE: PS06, \$51,315 - \$70,814
FLSA STATUS: EXEMPT

General Statement of Duties: This position leads, supervises, plans and coordinates the activities, operations, and budget for the Montrose Area Regional Communications Center. Providing emergency dispatch and operations dispatch to the 23 different organizations and communities in the Montrose City & County, Ouray City & County, Mountain Village and Telluride areas.

Supervision Received: The Communications Manager is directly accountable to the Sheriff and Under Sheriff for implementation of all of the Sheriff's orders and direction concerning the operation of the communications center.

Supervision Exercised: Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Examples of Duties: Any one position may not include all of the duties listed nor do the listed examples include all duties which may be found in positions of this class.

- Serve as Incident Dispatch Team Coordinator.
- Develop, implement, and monitor policies and procedures for Communications Center operations and insure that these are readily available to personnel in the division.
- Lead in the hiring, promotion, transfer, discipline or discharge of department employees in accordance with Department Policy and Procedures, Montrose County Code, and Colorado State Statutes.
- Research, plan, organize, and conduct communication center training as required. Manage and counsel personnel as required. Develop job descriptions, employee objectives, and perform supervisory employee performance evaluations. Manage quality control and ensure dispatcher proficiency. Relieve from duty any personnel considered incapable of performing required duties.
- Attend training programs as required to keep current on issues affecting Communications Center operations.
- Meet with the Sheriff, Under Sheriff, and other management staff to discuss policies, procedures, and programs that affect the operation of the communications center. Participate as needed to assist with department-wide planning and program development. Attend meetings as required to represent the communications center, as requested by the Sheriff or Under Sheriff.
- Record and research all complaints from citizens and user agencies. Manage complaints and notification of the grievances from employees. Use independent judgment in making recommendations to effectively resolve the complaints and grievances.
- Serve as liaison with police, fire/EMS user agencies. Work with user groups to review and recommend changes in policies and procedures. Represent the Communications Center at public events.
- Prepare the communication center budget, monitor the budget and prepare reports and analysis as required. Responsible for the fiscal status of communications center operations, including: managing accounts receivable and accounts payable. Assist in writing grants for additional funding and improvements.

- Utilize a wide variety of specialized computer systems. Conduct basic troubleshooting of equipment. Access State and National law enforcement computer systems. Coordinate CCIC (Colorado Crime Information Center) training and certifications.
- Compile statistics on Communications Center activity. Utilize this information and data to plan, organize, and implement program changes in the Communications Center as required.
- Manage by example, the necessary techniques, and responsibilities of a Communications Technician.
- Performs additional duties as assigned.

MINIMUM QUALIFICATIONS

Required Knowledge, Skills and Abilities:

- Strong knowledge of the principles, practices and techniques of emergency dispatch and communications center management using computer aided dispatch systems, radio systems and related telecommunications equipment that support public safety activities.
- Knowledge of response procedures for law enforcement, fire, and EMS.
- Knowledge of Federal and State laws or regulations affecting communication center operations including Federal Communications Commission (FCC) rules and regulations.
- Ability to project a positive and professional image of Montrose County Sheriff's Department and the Regional Communications Center.
- Ability to build and maintain effective working relationships with internal staff, the media, and the general public.
- Above average oral and written communications skills.
- Ability to prepare and maintain accurate and complete reports, budgets and develop long range plans.
- Must have the ability to evaluate situations, based on training and experience, and make good decisions. Make good independent decisions, based on practices, rules and procedures while working under pressure.
- Ability to work weekends, holidays, rotating shifts, be on-call and respond to work as necessary.

EDUCATION/CERTIFICATION: High School Diploma or GED and college level coursework required, Associate Degree preferred. Possession of or ability to obtain, National Academy of Emergency Medical Dispatch Certificate required.

EXPERIENCE: Five or more years of previous experience as a Public Safety Communications Dispatcher including three or more years of increasing responsible duties such as, EMD trainer, CTO, lead dispatcher, shift supervisor, senior supervisor or director of a Public Safety communication center.

PHYSICAL DEMANDS: Must be able to perform the major job functions as listed in "Examples of Duties."

Position open until filled, ADA/EOE

To obtain more information and apply, surf:

<http://sheriff.co.montrose.co.us/hr/currentjobs.cfm>