

Public Safety Communications Manager City of Victoria (Texas)

Agency: Victoria Police Department
Department: Police
Pay Range: \$41,692 to \$61,443 (Salary DOQ and experience)
Posted: 10/4/2010
Closed: 12/15/2010

Job Summary:

Plan, manage and direct the functions, operations and staff of the Police Department Telecommunications Section which includes public safety communications for the City of Victoria Emergency Communication Center. This is highly responsible, professional and administrative work including planning, organizing, and directing the activities of the Communications Center.

Budgetary Responsibilities:

Prepares and administers the Police 911 budget.

Principal Duties and Responsibilities:

1. Supervises, plans, coordinates and evaluates activities and operations of the City of Victoria Emergency Communication Center.
2. Provides leadership and guidance to subordinate personnel.
3. Staffs, monitors and assesses the emergency communications for police, fire and EMS in the service area.
4. Prepares and maintains personnel schedules for the City of Victoria Emergency Communication Center staff to ensure adequate 24-hour staffing and meeting the changing demands of workload.
5. Monitors and evaluates subordinate staff performance.
6. Receives and conducts internal investigations regarding citizen and/or internal complaints against employees.
7. Serves as Terminal Agency Coordinator for the Texas Crime Information Center (TCIC) and the National Criminal Information Center (NCIC). Provides liaison to State & Federal FCC Officials.

8. Custodian of audio recordings for the City of Victoria Emergency Communication Center and works with other departmental employees on fulfilling requests for those records.
9. Coordinates the enhanced 911 system, telephone equipment, and computer aided dispatch system. Thorough knowledge of all software, hardware and other equipment utilized throughout the City of Victoria Emergency Communication Center. Also works with geographic information system & other current and developing technologies related to a full service public safety communications center. In conjunction with the Radio Systems Manager assists with the Public Safety digital radio system and mobile data system.
10. Directs employees in the operation of automatic number identification (ANI), automatic location information (ALI), telecommunications devices for the deaf (TTY/TDD), or other electronic devices to obtain and verify required data.
11. Serves as the Public Safety Answering Point (PSAP) manager which entails coordinating with other public safety agencies in Victoria County.
12. Directs and guides Public Safety Communication Information Systems Applications within the City while maintaining efficiency and cooperation between all governmental bodies and the Golden Crescent Regional Planning Commission.
13. Prepares and administers the divisional budget.
14. Researches supply needs, secures competitive pricing from vendors and requests equipment and supplies for the division.
15. Oversees the Telecommunications Training Program. Ensures that appropriate training is provided to the City of Victoria Emergency Communication Center, Police and Fire Department and other City staff, as necessary. Schedules, oversees and conducts Telecommunications related training programs as necessary.
16. In conjunction with the Police Department Training Unit, actively participates in the recruiting, hiring, background investigation, and interview process for City of Victoria Emergency Communication Center staffing.
17. Schedules and performs orientation of new employees.
18. Develops, implements, reviews, and modifies programs, policies, training manuals, forms and procedures to improve the efficiency and effectiveness of the Telecommunications Section. Assist in the development of department-wide policies and procedures.
19. Ensures and maintains ongoing compliance with standards of the Texas Police Chief's Association Best Practices Recognition Program as they apply to the Telecommunications Section.
20. Coordinates communications for the department during inter-agency operations involving special events, emergency management, and special projects.
21. Creates, analyzes, reviews, and distributes departmental reports and memos.
22. Prepares and delivers internal and external presentations pertaining to the department's public safety communications.
23. Performs as a working supervisor when necessary, assisting in the first line supervision and conducting the emergency dispatch of public safety personnel as needed. Prepared to fulfill the duties of Telecommunications Crewleader or Telecommunications Operator, if necessary.
24. Maintains proficiency and training requirements of a Telecommunications Operator.
25. Regular attendance at work and arrives on time.
26. Performs all other job related duties as assigned or as apparent.
27. Ability to get along with other employees and the public.

Required Qualifications:

Knowledge, Abilities and Skills—

Ability to read and understand manuals in order to record work activities, keep records and work with computers. Skill in the operation and maintenance of a number of office machines and equipment such as related information systems, radio and telephone equipment. Ability to develop and complete a variety of written reports. Knowledge of computers, ability to learn sophisticated software and typing skill. Basic math skills for use in budget administration duties. Typing speed of 35 words per minute plus excellent spelling skills. Proficient in formulating spreadsheets, word processing documents, database management, PowerPoint presentations and other applications.

Current knowledge of required training classes and federally mandated certification. Ability to read and interpret ordinances, state laws, reports and training materials. Ability to research, develop and recommend equipment or supplies for department.

Extensive knowledge of public safety principles, practices, and procedures associated with emergency communications center operational management.

1. Extensive knowledge of and skill in using specialized communication equipment and automated systems associated with an emergency communications center.
2. Considerable knowledge of job requirements of emergency communication center call takers and dispatchers and an ability to provide supervision to emergency communications center staff.
3. Ability to maintain control over the various activities and operations of an emergency communications center during multiple and/or simultaneous emergency incidences or during a catastrophic event.
4. Knowledge of federal policies and national standards and/or laws regarding police radio communications and/or operation of an emergency communications center (e.g., National Crime Information Center, National Law Enforcement Telecommunication Systems, Federal Communication Commission regulations, etc.).
5. Knowledge of administrative and technical procedures and mechanisms necessary to establish emergency preparedness capability and coordination in response to catastrophic events.
6. Ability to exercise good judgment, interpersonal skills, personnel management principles, and problem resolution skills to establish and maintain the focus and function of the staff during multiple and/or simultaneous emergency events.
7. Skill in the assignment and evaluation of employees.
8. Skill in dealing with the public, outside vendors, and public safety/law enforcement managers and staff.
9. Skill in writing or reviewing correspondence and procedural documents.
10. Ability to attend meetings or perform other assignments at locations outside the office, if necessary.

Minimum Education, Experience and Certifications:

High School diploma or GED required. Graduation from an accredited college or university with a Bachelor's Degree preferred. Five (5) years experience working in an emergency communications center, two (2) years of which were in a supervisory capacity. An equivalent combination of education and experience may be substituted. Typing speed of 35wpm without errors and spelling score of 60 words or more correct. A valid Texas driver's license within 90 days of becoming a Texas resident, with a driving record that meets City guidelines. Credit report is required and must meet City guidelines.

The following licenses / certifications / training must be obtained within the first year of employment: TCLEOSE Basic Telecommunication Certification; TCIC/NCIC Basic Certification; and Terminal Agency Coordinator (TAC) Training.

The following licenses / certifications / training must be obtained within two years of employment: Certification as a Registered Public Safety Leader (RPL) awarded by the Association of Public Safety Communications Officials, Intl. (APCO); Emergency Number Professional (ENP) Certification awarded by the National Emergency Number Association (NENA).

Specific Posting Information:

Visit <https://victoriatx.peopleadmin.com/> and click "Search Jobs" on the left for more job information and to apply online.

Completed applications and required documents must be submitted to the City of Victoria, Human Resources by 5:00 p.m. on Wednesday, December 15, 2010.

Contact Terri Kurtz, Asst. Director of Human Resources for further information at 361-485-3500 or email to tkurtz@victoriatx.org.

Visit www.victoriapd.com for more information about our organization.