

# COMMUNICATIONS MANAGER

# **Purpose:**

To effectively lead the Police Communications Bureau and actively support and uphold the City's stated mission and values. To plan, implement, and evaluate the activities of the Communications Bureau and to serve as the liaison with representatives from the Regional Wireless Cooperative (RWC).

# **Supervision Received and Exercised:**

Receives direction from the Assistant Police Chief/Director or from other management staff.

Exercises direct supervision over Communications Supervisors and other line level administrative and/or technical staff.

# **Essential Functions:**

Duties may include, but are not limited to, the following:

- Plan, coordinate, and direct the activities of assigned staff including training, scheduling, hiring, performance assessment, and discipline.
- Participate in strategic planning. Recommend and assist in the implementation of Bureau and Department goals and objectives, and policies and procedures. Develop and track performance measures.
- Execute policies set forth in the RWC government agreement as part of the regional interoperable radio system; and serve as the liaison with the State and Maricopa 9-1-1 bodies to maintain the City's 9-1-1 system.
- Conduct research related to Communications Bureau responsibilities, analyze findings, prepare reports, and make recommendations.
- Serve as project manager on special projects in area of responsibility.
- Coordinate Communications Bureau activities with other areas of the Police Department, City Departments, and outside agencies.

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Communications Manager (continued)

- Manage the operations of the 9-1-1 phone system, computer aided dispatch system, and interopearble radio system.
- Serve as the Public Safety Answering Point (PSAP) Manager to ensure coordination with other public safety agencies.
- Assess the content and effectiveness of the Communications Bureau training program to ensure appropriate training is provided to staff.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for budget items; monitor and control expenditures.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Act as Communications Bureau liaison; attend a variety of meetings as required.
- Respond to emergency situations on a 24-hour basis.
- Perform related duties as assigned.

## **Minimum Qualifications:**

#### **Experience:**

Minimum of four years of experience, at the supervisory level, in a public safety communications center.

#### **Education:**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in criminal justice, public administration, management or a degree related to the core functions of this position.

#### License/Certifications:

None

## **Examples of Physical and/or Mental Activities:**

Lift heavy objects – describe the work involving heavy lifting and	Percentage	-1
indicate heaviest weight lifted.	of Time	<1

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## Communications Manager (continued)

Occasionally lifting small pieces of equipment, paper boxes, etc.			
Operate city vehicles - describe vehicle types	Percentage of Time	<1	
Traverse long distances during workday with or without an accommodation – describe the distance traversed during a typical week	Percentage of Time	<1	
Driving trips to regional meetings.			
Work in a stationary position for considerable periods of time – describe the length of time spent in a stationary position during a typical week <i>and</i> whether it is spent standing, kneeling, sitting, etc.	Percentage of Time	17	
Generally sitting in meetings, briefings, one-to-one employee sessions.			
Operates computers, calculators and other office machines - describe	Percentage of Time	35	
Working on the computer.			
Extensive reading and close vision work – describe the type of reading and close vision work performed and the length of time spent doing these tasks during a typical week	Percentage of Time	35	
Working on the computer, reading reports, research, e-mail, etc. Estimate 25% of the time in a week.			
May require working extended hours	Percentage of Time	10	

## **Competencies:**

**Preparing & Evaluating Budgets:** Prepare budget justifications and proposals that reflect the needs of the office; study all relevant budget materials and anticipate future needs by fathering data on forthcoming plans; and ensure that budget proposals incorporate all elements that are thorough and accurate and receive management acceptance with little or no questioning.

**Monitoring & Controlling Resources:** Identify and seek internal and external resources that can be useful to the organization; anticipate future resource needs and monitor availability; and consistently seek to perform work in a cost efficient manner.

**Motivating and Inspiring:** Generate enthusiasm for task objectives and team accomplishment; recognizes contributions and achievements of all types; and sets an example for others by acting in ways consistent with organizational goals and objectives.

Job Code: 386

Status: Exempt/ Classified