



# City of Tempe

## COMMUNICATIONS MANAGER

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	386	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Police	<i>Salary / Hourly Minimum:</i>	\$83,090
<i>Supervision Level:</i>	Manager	<i>Salary / Hourly Maximum:</i>	\$112,171
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Communications Manager
<i>Drug Screen / Physical:</i>	Y	N	<i>EEO4 Group:</i> Professionals

### DISTINGUISHING CHARACTERISTICS

### REPORTING RELATIONSHIPS

Receives direction from the Support Services Director (Assistant Police Chief) or from other management staff.

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

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Minimum of four years of experience, at the supervisory level, in a public safety communications center.
<i>Education:</i>	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.
<i>License / Certification:</i>	None

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

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).

### OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- 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.
- Manage the operations of the 9-1-1 phone system, computer aided dispatch system, and interoperable 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.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

#### PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Lift heavy objects (i.e. occasionally lifting small pieces of equipment, paper boxes, etc.);
- Operate city vehicles;
- Traverse long distances during a workday with or without accommodation (i.e. driving trips to regional meetings);

- Work in a stationary position for considerable periods of time (i.e. generally sitting in meetings, briefings, one-to-one employee sessions);
- Operates computers, calculators and other office machines (i.e. working on the computer);
- Extensive reading and close vision work (i.e. working on the computer, reading reports, research, e-mail, etc.);
- May require working extended hours.

## COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

## JOB DESCRIPTION HISTORY

*Effective November 1988*

*Revised Jan 2002 (title changed)*

*Revised Dec 2010 (Title changed)*

*Revised May 2012 (job duties update, added physical/mental activities, & competencies)*