

LINN COUNTY CLASSIFICATION

TITLE: COMMUNICATIONS MANAGER

NUMBER: 687

APPROVAL ORDER NUMBER: 2016-236

PAY RANGE: 20

DATE: JULY 19, 2016

CATEGORY: MANAGEMENT/EXEMPT (SO)

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: The Communications Manager performs supervisory duties in operations, planning and coordination of the Communications Center and Emergency 9-1-1 Public Safety Answering Point (PSAP). Assists in the training of new employees. Acts as a staff person for the Linn County Emergency Telephone Agency and Service Provider Committee.

SUPERVISION RECEIVED: Works under the supervision of the Support Services Division Captain who assigns specific duties. Exercises judgment in the interpretation of rules and operating procedures. Work is reviewed by the Support Services Division Captain.

SUPERVISION EXERCISED: The Communications Manager exercises general supervision over personnel assigned to the Communications Center. When appropriate, employees in this classification may recommend action for adjusting grievances, discipline, suspension (with pay) and rewarding subordinates.

ESSENTIAL FUNCTIONS: A person employed in this classification must possess the capability to perform the following duties to be considered for and remain in this position. The duties are essential functions requiring critical skills and expertise needed to meet job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

1. Assign and direct subordinate personnel.
2. Assist in the formulation and implementation of management decisions and policies.
3. Review and evaluate work of subordinates and advise of changes or improvements when necessary.
4. Perform supervisory duties for communications functions within the Sheriff's Office.
5. Act as a staff person for both the Linn County Emergency Telephone Agency and Service Provider Committee and attend all meetings.
6. Coordinate with the training office to provide an on-going training program for all Communications Center personnel.
7. May perform the duties of Communications Dispatcher.
8. Responsible for complete and accurate recording and maintenance of records and related information pertaining to Communications Center activities.
9. Provide information and advice concerning specialized or technical services rendered or related to Communications Center functions, including response to difficult problems and questions raised by the public or by subordinates.

10. Assist in developing the annual 9-1-1 PSAP operating budget and supervise the operation of the PSAP in conformance with the adopted budget.
11. Recommend to the Support Services Division Captain operational procedures, policies and standards for the Communications Center.
12. Develop and maintain effective, harmonious and reasonable work relationships with others.
13. Maintain regular and predictable work attendance.

OTHER FUNCTIONS: This classification covers the most significant essential functions performed by an employee in this position but it does not include other occasional work which may be similar to, related to or a logical assignment of this position. Any one position in this classification may be assigned some or all of the duties listed under essential functions or that arise as other functions. The balance of the various duties, responsibilities and/or assignments of this position may change from time to time based upon management's decisions on how to best allocate resources. Any shift, emphasis or rebalancing does not constitute a change in the essential functions of the job classification.

RECRUITING REQUIREMENTS: (Additional specific details may be provided by the specific office or department job announcement, if applicable).

KNOWLEDGE, SKILL AND ABILITY: Thorough knowledge of procedures and policies used in the communication dispatching process, including radio, computer and telephone systems. Thorough knowledge of the terminology and procedures used by police, fire and other emergency services in communications dispatching. Knowledge of Federal Communications Commission (FCC) regulations and licensing procedures. Knowledge of radio and other electronic equipment systems. Knowledge of principles of supervision, human relations, organization and administration as they would apply to the operation of a communications center. Skill in the operation of communication and computer equipment. Ability to supervise and evaluate personnel performance; ability to make decisions independently in accordance with established policies and to use initiative and judgment in accomplishing tasks and responsibilities with general instructions and guidance.

EXPERIENCE, EDUCATION AND TRAINING: An Associate Degree in Business or Public Administration plus four years of progressively responsible experience in an emergency communications environment, including at least one year experience in a County Sheriff's Office. Any satisfactory equivalent combination of experience, education and training which demonstrates the ability to perform the work described may be substituted for the above.

NECESSARY SPECIAL QUALIFICATIONS: Be a citizen of the United States. Be 21 years of age or older. Be of good moral fitness, as determined by a thorough background investigation. Be free of any conviction for any felony; any misdemeanor involving violent behavior; or unlawful use, possession, delivery, or manufacture of a controlled substance, narcotic or dangerous drug. Pass a written and oral interview as prescribed by the Sheriff's Office. Be willing to work weekends, holidays, varying shifts and extra hours. Must pass a

comprehensive psychological examination. Possession of a valid motor vehicle operator's license and an acceptable driving record at the time of appointment may be a condition of employment. Possess Department of Public Safety Standards and Training Intermediate Telecommunicator Certification at the time of appointment and Advanced Certificate within one year from the time of appointment. Must possess and maintain a valid First Aid and CPR card.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is generally performed indoors in an office environment and is essentially sedentary in nature. The work requirements include the ability to see, talk and hear; sit; drive a motor vehicle, use hands to finger, handle or operate objects or controls; reach with hands and arms and move or lift thirty (30) pounds.