

**MANAGER V, EMERGENCY COMMUNICATIONS CENTER MANAGEMENT***FLSA Status: Exempt***GENERAL DEFINITION AND CONDITIONS OF WORK:**

Performs complex technical work planning, directing and implementing emergency communication center operations; does related work as required. Work is performed under general supervision. Supervision is exercised over subordinate personnel.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Planning, implementing and directing emergency communications center operations; assisting with recruitment and selection; planning and implementing training and conducting performance evaluations on division staff; establishing schedules; preparing and implementing center operating procedures.

(The following tasks are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Plans and directs the operation of the Emergency Communications Center;
Performs administrative duties associated with supervising staff; participates in recruitment and selection activities; plans and coordinates training; prepares center work schedules; conducts performance evaluations and recommends disciplinary actions;
Arranges for equipment maintenance, repair, replacement and upgrade;
Monitors the performance of all communications center systems;
Prepares correspondence to citizens, staff and other County personnel related to communications center operations;
Plans the use and budgeting for communications center equipment;
Coordinates additions, revisions and deletions from the E-911 address database and the CAD mapping system with the appropriate vendor;
Serves as liaison with County emergency response personnel concerning communications center operational performance;
Prepares, implements, reviews and revises center standard operating procedures and policies;
Performs the duties of Communication Officer and Supervisor when required;
Serves as project manager for radio system replacement and ongoing oversight;
Maintains mobile data computers in the Police Officer's vehicles;
Participates in emergency response operations as required in a declared emergency by County officials; completes required NIMS training as a condition of employment;
Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Comprehensive knowledge of the methods of operating the communications system; comprehensive knowledge of radio and teletype procedures; thorough knowledge of the geography of the County and towns and location of important buildings; general knowledge of word processing programs including keyboarding skills; ability to operate standard office, personal computer and related equipment; ability to speak distinctly; ability to operate all communications equipment; ability to solve problems within scope of responsibility; ability to deal courteously with the general public under stressful conditions; ability to plan and supervise the work of subordinates; ability to establish and maintain effective working relationships with associates and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school supplemented by specialized telecommunications training and extensive experience as a Communications Officer including considerable supervisory experience.

SPECIAL REQUIREMENTS:

Possession of VCIN/NCIC certifications and Communication Supervisor Training.