

## 911 PUBLIC SAFETY CENTER MANAGER

Job Code	Pay Grade
10854	SM7

### Nature of Work

This is responsible administrative and managerial work overseeing the daily operational needs of the Public Safety Communications Center. This position assists in the management and support of the Public Safety Center which includes; supervising lower-level supervisors, determining proper staffing levels, coordinating with various user agencies, and developing and implementing operating procedures. The position supervises through subordinate supervisors. The lower level supervisor supervise personnel engaged in answering and responding to phone and radio dispatch of Fire and Emergency Management Services Response (EMS) and trains those who perform this task. The incumbent makes independent decisions on work problems and interpretation of rules and regulations, consulting with superiors on difficult decisions for interpretation and resolution. The position reports to a senior department manager or designee.

### Minimum Qualification Requirements

- Five years of supervisory management experience in a combined police and Fire/EMS based Regional 911 center; or
- An equivalent combination of education, training, and/or experience.
- Must be at least 18 years of age and successfully obtain and maintain required certifications including, but not limited to; Florida Department of Law Enforcement (FDLE) Criminal Justice Information Services (CJIS) Level 3 - CJIS Security & Awareness Certification; State of Florida 911 Public Safety Telecommunicator Certification; Emergency Medical Dispatch Certification from the National Academy of Emergency Dispatch, and Cardiopulmonary Resuscitation (CPR) Certification within 6 months of appointment.

### Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Rotating shift, weekend, holiday, and overtime schedules.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

### Illustrative Tasks (These are examples and are not all inclusive.)

- Plans, develops, and implements operating procedures used by emergency communications staff and coordinates changes in operating procedures with staff from various user agencies.
- Supervises subordinate supervisors who assign and review work of personnel performing a variety of duties in connection with the operation of a 911 primary answering point and direct radio dispatch of Fire, EMS, and Law Enforcement Response Units.
- Establishes shift assignments for specified periods, writes daily work schedules, assigns break times, and approves vacation requests.
- Ensures that communications equipment is functioning properly and that equipment maintenance and/or repair is performed in a timely and cost effective manner.
- Interacts with Emergency Communications staff and representatives from user agencies in order to research complaints and analyze data for quality assurance purposes.
- Provides input to department management regarding budgetary expenditures and procurement of services, equipment, and supplies related to the operational needs of the Emergency Communications Center.
- May function as training supervisor involving participation in the employee selection process and development, maintenance and execution of the division's training program.

# 911 PUBLIC SAFETY CENTER MANAGER (continued)

Job Code	Pay Grade
10854	SM7

## Illustrative Tasks (continued)

- May function as field data services supervisor involving acting as liaison between field users and the Emergency Communications Center, and coordinating software problems or enhancements with the software contractors.
- Coordinates pre-scheduled tours of the Communications Center for the public.
- Performs related work as assigned or required.

## Knowledge, Skills, and Abilities

- Knowledge of automated office equipment, practices, and procedures.
- Knowledge of FCC Rules and Regulations regarding the use of radio systems.
- Knowledge of Florida Statutes related to emergency communications.
- Knowledge of Health Insurance Portability and Accountability Act (HIPPA) and the rules and regulations pertinent to area of assignment.
- Knowledge of legal terminology, grammar, spelling, and math.
- Knowledge of recordkeeping practices and procedures.
- Knowledge of the operation of radio receiving and transmitting equipment and other communications equipment, including computer terminals and Computer Aided Dispatch Systems and procedures.
- Knowledge of computer aided dispatch (CAD) software applications
- Skill in eliciting critical information from citizens in a stressful or life threatening situation.
- Skilled in the application of quality customer service.
- Ability to effectively supervise and motivate subordinates and communicate with the public.
- Ability to maintain clear, concise and accurate logs and records.
- Ability to make and apply decisions in accordance with laws, regulations and procedures.
- Ability to provide information correctly and concisely, both orally and in writing.
- Ability to think clearly and react effectively in an emergency situation.

For official use only

Revised	EEOC Code	Overtime Code
7/17	Professionals	Exempt