



911 Public Safety Center Manager

Category: Exempt
Pay Grade: E24
Job Code: 10854

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs responsible administrative and managerial work overseeing the daily operational needs of the Public Safety Communications Center; assists in the management and support of the Public Safety Center; supervises lower-level supervisors, determines proper staffing levels, coordinates with various user agencies, and develops and implements operating procedures; supervises through subordinate supervisors; supervises 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.

ESSENTIAL JOB FUNCTIONS (examples, 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 other 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 and EMS 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 primarily as training supervisor involving participation in the employee selection process and development, maintenance, and execution of the division's training program;
- May function primarily 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 other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Five (5) 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.

Special Qualifications (May be required depending on area of assignment):

- 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.
- 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.
- Rotating shift, weekend, holiday, and overtime schedules.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of automated office equipment, practices, and procedures;
- Knowledge of business English, spelling, and arithmetic;
- 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.
- Skill in eliciting critical information from citizens in a stressful or life-threatening situation;
- Skill in the application of quality customer service;
- Skill in the operation of automated office equipment.
- 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.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.