



CLASSIFICATION TITLE: BCES Communications Manager	JOB NUMBER: 7011	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Executive Director – BCEM/SECOMM	PAY GRADE: 24	FLSA STATUS: Exempt “At Will”

GENERAL SUMMARY

Performs difficult administrative work assisting the Executive Director in planning, organizing, directing, and reviewing the operations and activities of the Southeast Communications Center (SECOMM), and related work as apparent or assigned. Work is performed under the general direction of the Executive Director – BCEM/SECOMM (supervisor). Divisional supervision is exercised over assigned staff. Subject to work after hours and weekends as needed.

CORE VALUES

All employees are expected to model and foster the City of Richland’s core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity* and *Excellence* promote and maintain a high level of morale and productivity and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Manages the full range of daily and long-term operational activities including planning, performance monitoring, workload forecasting, training and other activities related to SECOMM.
- Ensures SECOMM activities are in compliance with applicable laws, regulations, established policies and procedures, industry standards and the collective bargaining agreement.
- Supervises assigned staff; evaluates and reviews work performance; works with employees to correct deficiencies; recommends and assists with employee performance development; plans, coordinates and arranges for appropriate training of subordinates; documents corrective action and applies City policy, as needed; participates in the interview and selection process of new employees;

recommends merit increases, reassignment, and promotions according to established guidelines; assists the Executive Director with succession planning for the organization.

- Actively participates with the Executive Director in annual budget development and preparation; controls and monitors expenses; tracks all financial and operational activities; provides state requested information and reports; ensures contract compliance; possesses signature authority on vouchers and purchase orders.
- Serves as a representative of SECOMM to law enforcement, fire, EMS and other agencies and the general public. Works actively towards consensus, resolution and problem solving in the delivery of communications support of field level changes that may impact SECOMM's ability to deliver services.
- Coordinate with the IT Manager to repair, maintain and replace 9-1-1 radio and telephone equipment.
- Participates in developing goals and objectives; develops and prepares recommendations on capital improvement programs; recommends improvement programs for emergency communication service.
- Coordinates, develops, and maintains specialized emergency activities, including evacuation of SECOMM and mutual aid; coordinates with participating departments and outside agencies; responds and participates during actual Emergency Operations Center activations.
- Coordinates, develops, implements, and supports training and employee development. This includes training program development, new hire training, identifying and/or conducting certification courses, certification tracking and maintenance, quality assurance and improvement, support and continued development of the Emergency Medical Dispatch system, and any other specialized training necessary to support SECOMM's mission.
- Coordinates public safety presentations to organizations and public schools; informs public of 9-1-1 services; serves as the E9-1-1 Coordinator and County Representative for the States 9-1-1 Advisory Committee; serves as point of contact between the state 9-1-1 and county office; attends and participates in state-called meetings.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- City, state and federal laws as they apply to public safety dispatching.
- Principles and practices of modern police/fire communications, operations and trends in public safety systems and sub-systems.

- Computer Aided Dispatch (CAD), enhanced 9-1-1 (E 9-1-1)ANI/ALI systems, Records Management System (RMS), Wireless Data, Truncated Radio Systems, 9-1-1 Telecommunications Equipment and other related systems.
- Rules and regulations of the Federal Communications Commission pertaining to radio telephone operations.
- Radio-telephone operations and procedures.
- Personnel management, labor relations and planning processes.
- Disaster planning and mobilization.
- Standard office practices and procedures, including records management.
- Technical aspects of field of specialty.
- Emergency medical dispatch systems and protocols.
- Principles and practices of public administration.
- Incident Command System.
- Emergency service plans and programs.
- Budget preparation and management.
- General knowledge of Emergency Management Principles.
- Conflict resolution.
- City, county, and state government organizations.

Skills and abilities to:

- Establish and maintain cooperative and effective working relationships with assigned staff, coworkers, supervisors and managers, user agency stakeholders, and officials from other jurisdictions, departments or agencies.
- Manage and build teams, including supervision, instruction, problem analysis and decision making, planning and organizing, adaptability/flexibility, stress tolerance and time management.
- Provide excellent customer service, including a positive customer service orientation, with both internal and external contacts. Interpersonal skills using tact, patience and courtesy.
- Represent BCES in a variety of individual and group contacts.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Observe health and safety regulations.
- Implement and coordinate emergency and public safety programs and presentations.
- Develop comprehensive written plans and programs.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with limited direction, organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.

- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Participate in emergency drills, programs and activities with user agencies.
- Train, lead and evaluate personnel.
- Learn skills to operate various emergency service equipment (CAD, radio, siren controllers, etc.)
- Effectively develop long-term plans, programs, goals and objectives.

SPECIAL REQUIREMENTS

- Valid driver's license.
- Possession of ACCESS Certification within six (6) months of hire.
- Ability to report to BCES within one (1) hour of notification of an incident.
- Pass a pre-employment background investigation.

EDUCATION AND EXPERIENCE

Associates degree with coursework in personnel management, public administration, telecommunications, or related field and five (5) years of experience in public safety dispatching, including three (3) years of experience in the supervision of public safety communication employees in a dispatch Center environment, or equivalent combination of education and experience.

COMPETENCIES

Managerial

- Develop Effective Intra- and Inter-Departmental Relationships: Works collaboratively with partners within the City and outside of the City to accomplish the best possible outcomes for all parties.
- Manage Resources Effectively: Effectively applies the organization's assets. Makes efficient use of time, money, people, and other resources to accomplish the organization's goals. Provides direction, guidance, and expectations for resource allocation to ensure service is balanced with fiscal responsibility.
- Think and Plan Strategically: Champions new ideas and initiatives and creates an environment that supports continuous improvement. Considers the City's strategic plan when establishing work unit goals and priorities.

Supervisory

- Foster Teamwork: Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.
- Prioritize Work and Commitments: Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on

the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.

- **Drive for Team Results:** Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others to drive for strategic goals. Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.
- **Manage Employee Performance:** Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

Foundational

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- **Provide Excellent Customer Service:** Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- **Communicate Effectively:** Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- **Work Safely:** Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT


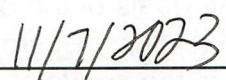



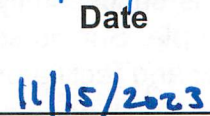
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, reaching with hands and arms and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

 _____ Human Resources Director	 _____ Date
 _____ Department Head	 _____ Date
 _____ City Manager or Authorized Designee	 _____ Date