CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION

Position Title: Emergency Communications Manager	**Job Family:** 2
General Classification: Management	**Job Grade:** 39

Definition: To provide and ensure delivery of 9-1-1 Emergency Communications services by effective management, organization, leadership, direction, and coordination of the operations and staff in the Emergency Communications Center (ECC) in the Police Department.

Distinguishing Characteristics: The Emergency Communications Manager oversees daily operations of the ECC to ensure quality customer service delivery, including receipt of 9-1-1 telephone calls, computer information, Police records, two-way radio communication for Police, Fire, EMS, and Midpeninsula Regional Open Space District.

Receives general direction from a Police Captain or Deputy Chief.

Exercises direct supervision over dispatch staff, and assigned technical and professional ECC personnel.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Manages, directs, and organizes the activities of the ECC, which includes personnel selection, assignment, and prioritization of work, training, and evaluating staff, and disciplinary recommendations.

2. Researches, develops, and implements operating and training procedures, and makes process improvements.

3. Reviews hardware and software specifications for new automated systems and identifies impacts on existing operations or other planned systems. Assists with assuring, through the use of outside contractors and/or City resources, prompt and effective remedial and preventative maintenance of all communication equipment.

4. Keeps current on best practices and contemporary communications systems and equipment through attendance at training sessions and review of appropriate publications.

5. Ensures compliance with CJIC and DOJ, CLETS, and NCIC policies, procedures, and security regulations, and acquires and maintains all necessary operating licenses and permits.

6. Properly interprets and ensures the compliance of laws, rules, and regulations pertaining to the Department and implements divisional programs, policies, and procedures.

7. Tracks staff required certifications and training programs to ensure staff meets standards and certifications for Peace Officer Standards and Training (POST), Emergency Medical Dispatch (EMD), and any other applicable accreditation.

8. Trains, assigns, motivates, and evaluates ECC team to achieve unit goals.

9. Coordinates documents and information released, both internally and externally; maintains responsibility for legal compliance with pertinent State and local laws pertaining to information released.

10. Participates in the development and administration of assigned program budgets; forecasts funds needed for staffing, equipment, materials, and supplies; monitors, reviews, and approves expenditures; recommends adjustments as necessary.

11. Completes special projects to enhance the overall work environment as assigned by the assigned Police Captain or Deputy Chief.

12. Builds and maintains positive working relationships with ECC team, coworkers, supervisor, other City employees, and the public using principles of good customer service.

13. May be required to work in the ECC as-needed on a temporary basis.

14. Assists the Police Chief with various departmental administrative functions.

15. Represents the division and/or department and makes presentations to the public, other City departments, the City Council, and outside agencies and committees; and provides technical assistance as necessary.

16. Researches and prepares technical and administrative reports and written correspondence.

17. Investigates and resolves citizen inquiries and complaints, and recommends corrective action to ensure a high level of customer service and positive relations with the general public.

18. Performs other related duties as assigned.

Minimum Qualifications:

Knowledge of: Theories, principles, and practices of emergency communications, law enforcement records management; law enforcement property evidence codes and procedures; principles and techniques of training, evaluation, supervision, and performance management; operational requirements of police and fire agencies; emergency medical dispatch principles; public safety radio and telephone operations; 9-1-1 Computer-Aided Dispatch (CAD) emergency communications and computer terminal operation; willingness to develop innovative approaches to the delivery of emergency services dispatching; FCC regulations and DOJ rules and regulations; pertinent local, State, and Federal laws, rules, and regulations.

Ability to: Plan, direct, organize, coordinate, and manage the work of the ECC; manage personnel; research, analyze, and procure equipment associated with the Public Safety Support Services Division; prepare and administer the ECC budget; interpret and explain ECC and/or departmental policies and procedures; make sound decisions in routine and emergency situations; establish and maintain effective working relationships with those contacted in the course of work; communicate effectively, clearly, and concisely, both orally and in writing.

Experience and Training Guidelines: A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Training and experience equivalent to an associate's degree from an accredited college or university with major course work in a closely related field. Five years of increasingly responsible experience in a public safety agency, 18 months of which must include supervisory/lead experience in emergency communications. A bachelor's degree from an accredited college or university in a related field may substitute for two years of public safety agency experience.

Multi-disciplinary emergency communications experience is highly desirable.

Required Licenses or Certificates:

- Possession of a valid Class C California Driver License.

- Completion of the California Basic POST Dispatcher Academy within one year of appointment.

- Possession of EMD certification and EMD-Q certificate within six months of appointment.

- Possession of an Emergency Number Professional (ENP) Certification is highly desirable.

Working Conditions: Must be available nights, weekends, holidays, and as needed.

Established: March 2020

HRD/CLASS SPECS
Emergency Communications Manager