

Santa Cruz Regional 9-1-1

PUBLIC SAFETY COMMUNICATIONS DIVISION MANAGER

Class Purpose:

Under general direction, the Division Manager performs work of considerable difficulty in managing, developing, implementing, and coordinating the Center's Operations or Support Services divisions. These divisions are responsible for the emergency communications center, and supporting programs which include training, quality improvement, accreditation, policy and procedure development, recruitment and selection processes, and project management.

Distinguishing Characteristics:

This single position class is responsible directly and through subordinate personnel, for the daily operation of the emergency communications center, on-going development and implementation of the Center's policies and procedures, and the wide variety of programs necessary for the successful operation of the emergency communications center. The Division Manager may be assigned management responsibility for any combination of programs within the Operations or Support Services divisions which may include (but are not limited to) the daily operation of the emergency communications center, policy and procedure development, training, quality improvement, accreditation, recruitment and selection processes, and/or project management. This class reports to the General Manager, who is responsible for planning, organizing and directing the activities of the Center and its communications facilities, programs, equipment, and personnel. The next lower classifications are supervisory positions responsible for supervising the dispatching function on an assigned shift or the design and implementation of the Center's training program

Typical Tasks:

Manages, supervises, and directs the daily operation of the emergency communications center ensuring the consistent delivery of quality service to the center's User Agencies and the community, in accordance with Authority policies and procedures

Reviews and evaluates dispatch operating policies and procedures and submits recommendations for change.

Santa Cruz Regional 9-1-1

PUBLIC SAFETY COMMUNICATIONS DIVISION MANAGER

Coordinates and implements approved dispatch policies and procedures and develops necessary programs and processes to ensure proper application.

Serves as the Center liaison with direct and indirect customers and User Agencies regarding dispatch policy, procedure and operational function.

Develops, implements and manages training guidelines, standards and courses to provide specialized training and education to prepare entry level personnel for assignment and oversees classroom instruction.

Monitors, oversees and coordinates on-the-job training for entry level personnel.

Organizes and conducts continuous in-service training for dispatch, training, supervisory and User Agency personnel. Maintains personnel education and training records.

Implements and manages a Communications Training Officer (CTO) Program.

Coordinates the recruitment and processing of new dispatch personnel and maintains a recruitment and testing program designed to identify qualified dispatcher candidates.

Participates as a key Management Team member in researching, analyzing and evaluating the Center's performance in order to identify and recommend opportunities for system and operational improvements.

Provides supervision to lower classifications in the assigned division.

Acts as the Center's Custodian of Records for legal purposes. Maintains and distributes tape recordings and other documents, reports and logs in accordance with state and local laws and current Communication Center policy.

Assists the General Manager in the preparation and monitoring of the annual budget.

May act for the General Manager during his/her absence.

Qualifications:

Considerable Knowledge of:

Santa Cruz Regional 9-1-1

PUBLIC SAFETY COMMUNICATIONS DIVISION MANAGER

- the daily operation of a modern, consolidated public safety emergency communications center
- the operation of a public safety computer system, video display terminals, radio dispatching consoles, enhanced 9-1-1 telephone system and other associated public safety communications equipment.
- principles of policy and procedure preparation and organization.
- National, State and local public safety dispatcher standards and requirements.
- principles and practices of supervision, training and Quality Assurance or Improvement.
- Center operational and training policies and procedures.
- state and local law governing the maintenance, distribution and handling of official public records and information.
- principles of adult learning and teaching techniques.

Some Knowledge of:

- Federal Communications Commission laws and regulations applicable to radio-telephone operation.

Skill and Ability to:

- interpret rules, regulations, policies and procedures to others.
- prepare clear, concise and understandable written documents, including policy and procedure drafts.
- design and develop innovative and practical approaches to respond to the Center training needs.
- work closely with numerous and diverse organizations and personnel to develop dispatch policy and procedure consensus.

Santa Cruz Regional 9-1-1

PUBLIC SAFETY COMMUNICATIONS DIVISION MANAGER

- make effective public presentations and conduct effective classroom training.
- design courses and presentations, orient and instruct employees and User Agency representatives regarding proper operating procedures.
- supervise, direct, assign and evaluate the work of subordinate staff assigned to the assigned division.

Training and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge, skills and abilities would be the equivalent of four years of college level course work in business management, public administration or public safety. Experience supervising or managing a public safety dispatch unit, program or operation within a police, fire, emergency medical or consolidated emergency communications center may be substituted for college level course work on a year-for-year basis for a maximum of two years. Specific experience as an instructor teaching POST or APCO dispatch classes is highly desirable.

Minimum Employment Standards:

The minimum employment standards for all classifications are established by Policy No. 1021 and detailed within the *Critical/Essential Job Functions* for the position.

Licenses/Certificates:

Possession of a valid driver's license authorizing the operation of a motor vehicle within the State of California (within 30 days of employment).

APPROVED: March 22, 2007