



Job Title: <u>Emergency Communications Manager/911</u>	Job Number: 4020
Job Classification: <u>Management / Supervisory</u>	Physical Type # 1 Safety Sensitive

Reports to: Assistant Police Chief	Department: Police – Dispatch Communications	Pay Grade: 130 Exempt
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PRIMARY DUTY: Under basic supervision, manages operations of the Public Safety Emergency Communications work group for the Waco Police Department (WPD); monitors operations and assures compliance with City/County procedures to provide assistance and information to law enforcement officers, emergency services personnel and the general public.

ESSENTIAL FUNCTIONS: *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge and skills. Factors such as regular attendance at the job are not routinely listed in job descriptions, but are an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manages operations of the Emergency Communications work group; evaluates and analyzes issues and recommends and implements solutions to safeguard WPD operations and the community; anticipates problems and pursues solutions.
- Develops, evaluates and implements policies and procedures; monitors operations and assures dispatch activities are in compliance with all laws, policies, regulations, timelines and goals.
- Evaluates and analyzes operational issues and recommends and implements solutions; investigates and resolves complaints and operational issues; prepares special and recurring reports.
- Coordinates emergency response plans with state, federal and regional public safety agencies; responds to major emergencies and coordinates emergency response resources according to plans and needs.
- Monitors and reviews trends in communications and emergency management issues; recommends changes to existing policies, procedures and work methods.
- Supervises the activities of Dispatch Supervisors: coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and activities; trains and schedules staff and evaluates work performance; meets regularly with staff to provide direction and guidance on technical and procedural issues.
- Monitors telephones and radio in dispatch center; assures that calls and messages requiring action by the Communications work group are handled in accordance with City/County and WPD rules and regulations.
- Reviews Emergency Dispatch shift activities, reviews dispatch records and files and prepares incident reports and summary reports.
- Evaluates staffing needs and adjusts work schedules to meet estimated workload demand.
- Coordinates with other emergency services and law enforcement agencies to protect the safety of law enforcement officers and emergency services personnel.
- Manages the training and cross-training of staff in a wide variety of WPD skills and disciplines.
- Serves as Texas Department of Public Safety Terminal Agency Coordinator (TAC) and responds to emergency communications systems security issues as directed.
- Maintains the integrity, professionalism, values and goals of the Police Department by assuring that all rules and regulations are followed and that accountability and public trust are preserved.
- Supports the relationship between the City of Waco and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors and City staff; maintains confidentiality of work-related issues and City information.
- May be required to respond afterhours, including holidays and weekends, in the event of a departmental or City-wide emergency.
- Performs other duties as required or assigned.
- Driving is essential.

KNOWLEDGE AND SKILLS:

Knowledge:

- City policies and procedures.
- City policies and procedures for dispatching law enforcement officers and other emergency services, including protocols for first point of public safety contact.
- State and federal laws, regulations and statutes governing dispatch for emergency services.
- Law enforcement and public safety agency terminology.
- Police radio, dispatch and communication protocols, procedures, hardware and software.
- Principles and practices of confidential records management and file maintenance.
- Local community issues and regional community resources available to citizens.
- Geography, roads and landmarks of City and surrounding areas.

Skill in:

- Managing staff, delegating tasks and authority and evaluating staff performance.
- Analyzing operational issues, evaluating alternatives and making recommendations based on findings.
- Assuming management responsibilities and making appropriate decisions.
- Interpreting laws and regulations, making decisions, maintaining composure and working effectively under emergency situations.
- Communicating clearly and concisely and relaying details accurately.
- Handling multiple tasks simultaneously, under pressure and in emergency situations.
- Enforcing and following verbal and written instructions and procedures.
- Dealing tactfully and courteously with the public, handling stressful situations and angry people and obtaining information from hostile and emotional callers.
- Actively listening to speakers' statements, determining precise meanings and synthesizing information.
- Communicating verbal and written instructions, advising callers of actions and consequences and maintaining security of confidential information.
- Remembering names, numbers and locations and reading maps quickly and accurately.
- Operating a personal computer utilizing standard and specialized software and entering information with speed and accuracy.
- Communicating effectively verbally and in writing.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Business Administration, Public Administration or a related field is required; AND seven years' experience in public safety and emergency services programs, preferably with Waco Police Department; OR an equivalent combination of education and experience.

LICENSE AND CERTIFICATION:

- Must possess a valid Texas Driver's License.
- A variety of technical training and certifications are required, including Telecommunicator and Instructor Certification from Texas Commission on Law Enforcement (TCOLE) for access to National/Texas Crime Information Centers (NCIC/TCIC) and Texas Law Enforcement Telecommunications System (TLETS); depending on the needs of the City, additional licenses and certifications may be required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

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

- The physical activities of this position include:
 - Balancing - Maintaining body equilibrium to prevent falling and walking, standing or crouching on narrow, slippery, or erratically moving surfaces.
 - Reaching - Extending hand(s) and arm(s) in any direction.
 - Walking - Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

- Pushing - Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Pulling - Using upper extremities to exert force in order to drag, haul or tug objects in a sustained motion.
- Lifting - Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Finger Dexterity - Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping - Applying pressure to an object with the fingers and palm.
- Feeling - Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Talking - Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Hearing - Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication and to make the discriminations in sound.
- Repetitive motion - Substantial movements (motions) of the wrists, hands and/or fingers.
- The physical requirements of this position:
 - Sedentary work. 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. Sedentary work involves sitting most of the time.
- The visual acuity requirements including color, depth perception and field vision:
 - The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.
- The conditions the worker will be subject to in this position:
 - Work is performed primarily in an office setting or well-lit, temperature-controlled working environment.

This job description is not intended to be construed as an exhaustive list of responsibilities, duties and skills required. City management has exclusive rights to alter this job description at any time without notice.

Employees will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

This document does not create an employment contract, implied or otherwise, other than an 'at-will' relationship.

Job Description Acknowledgement

I verify that I have received a copy of my job description by the signature below. As an employee of the City of Waco, I understand the duties and responsibilities assigned to me. Furthermore, I understand that the duties listed above are guidelines and will change over time, as necessary. From time to time, I understand that I may be asked to perform duties and handle responsibilities that are not specifically addressed in my job description.

Employee's Signature

Date

Employee's Printed Name

Employee Identification Number