



JOB DESCRIPTION

JOB TITLE: Public Safety Dispatch Manager

JOB CODE: 3045

DEPARTMENT: 911 Emergency Services

FLSA STATUS: Exempt

REPORTS TO: County Manager

SUMMARY OF JOB PURPOSE

Plans, organizes, and manages the day-to-day operational functions of the County's Emergency Communications Center (ECC), to provide effective and timely 9-1-1 emergency services and public safety dispatch county-wide; responsible for the overall administration, management, planning, organizing, and staffing of the ECC, and for the development, enforcement, and implementation of policies, procedures, and standards.

ESSENTIAL FUNCTIONS

1. Oversees the day-to-day operational functions of the Emergency Communications Center (ECC) to include the administration, management, planning, organizing, and staffing of the ECC, and for the development, enforcement, and implementation of policies, procedures, and standards; directly supervises Public Safety Dispatch Shift Supervisors.
2. Maintains ongoing liaison with management of the East Fork Fire & Paramedic District, Tahoe-Douglas Fire Protection District, Douglas County Sheriff's Office, Washoe Tribal Police, and Alpine County Sheriff, Fire, and Medical services; attends Emergency Response Council meetings to provide Public Safety Dispatch Support.
3. Effectively manages department personnel by evaluating and analyzing department issues, recommends and implements solutions, prioritizes and assigns tasks and projects, reviews the work of assigned staff to assure the work quality and timely accomplishment of assigned duties and responsibilities; participates in the interview process and training of new employees; develops staff skills; listens and responds to employee problems, concerns, and complaints and suggests solutions that may rectify the situation; prepares performance evaluations, discusses performance with assigned staff, and counsels employees concerning performance improvements.
4. Develops and establishes approved work rules and performance standards; listens and responds to employee problems, concerns, and complaints; recommends and implements solutions that may rectify the situation; counsels, coaches, and instructs employees; initiates or improves and executes disciplinary actions as warranted; provides for the training and motivation of subordinates to make full use of individual capabilities and to meet changing demands.
5. Oversees the preparation and justification of departmental budgets based on staffing, resource requirements and departmental plans, goals, and objectives; controls expenditures within authority and assures adherence to approved budget allocations.
6. Analyzes and recommends improvements to facilities, equipment, project management and operating systems for assigned divisions; conducts periodic evaluations of departmental program effectiveness, researching and recommending alternatives and remedial action as required.
7. Responsible for keeping abreast of related technology, equipment, trends, innovations, etc; participates in specialized training, conferences, and seminars as appropriate and available;

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ensures all dispatchers meet established training requirements, including requirements set forth by the State of Nevada. Coordinates with Information Systems Manager for new equipment recommendations and required maintenance, repair or replacement as needed or appropriate to assure optimum performance.

8. Recommends and implements improvements in organization and staff management; develops plans for achieving program objectives and operational goals; drafts or modifies procedures and guidelines as necessary to meet challenges, legal issues, and changes; develops short and long-range plans with input to the annual future planning process; develops and implements project management systems and assigns responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's Degree in Public Administration, Business Administration, Police Science, Computer Science, or a related field, plus five (5) years experience working in a public safety dispatch center including two (2) years of experience maintaining, enhancing, and operating a computer-aided dispatch system and/or supervising staff in a public safety dispatch center; or an equivalent combination of education and experience that could provide the required knowledge, skills, and abilities.

LANGUAGE SKILLS

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents; respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community; write speeches and articles for publication that conform to prescribed style and format; effectively present information to top management, public groups, and/or the Board of County Commissioners.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, logarithms, and geometry; ability to calculate figures such as proportions, area, circumference, and volume.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

OTHER KNOWLEDGE, SKILLS, & ABILITIES

Possess a thorough knowledge of the laws, policies, procedures and field problems involved in receiving emergency 911 calls, communicating messages, dispatching vehicles, and resolving routine and emergency situations; applicable Federal Communications Commission rules and regulations relating to the dispatch of emergency equipment; legislation affecting public safety communications; management principles and practices, and employee relations; law enforcement, fire and emergency medical services telecommunications rules and regulations, including but not limited to NCIC, NLETS, CLETS, DMV, CJIS, and Nevada Fire Mutual Aid System; operation and care of

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communications equipment including 911 emergency response, radio, computer, and video display terminals and other telecommunications equipment; principles of surveying, mapping, global positioning systems, and usage of aerial photography and satellite imaging; the geography and special characteristics of the various parts of the County and adjoining communities; principles and capabilities of computer systems, including networked environments and peripheral devices; basic accounting methods, and budget monitoring, reporting, and control.

Ability to read, understand, develop, manipulate, and analyze geographic information in a variety of data formats and projections, including raster and vector data; develop long-range technical and personnel plans; maintain knowledge of current communications techniques and information; develop communications service and operation policies and procedures; establish and maintain effective working relationships with subordinates, public safety personnel, County personnel, and public safety managers from other agencies. Skills in computer cartographic design, layout, and production for a variety of different subject matter; understanding and working with data from multiple public and private sources; assessing, analyzing, identifying and recommending solutions to problems.

Intermediate to advanced proficiency level utilizing Microsoft Office applications including Excel, Access, PowerPoint, Word, and Outlook, and the ability to operate other standard office equipment, including telephones, calculators, copiers, FAX machines, etc. is required.

CERTIFICATES, LICENSES, REGISTRATIONS

Current certification, or the ability to obtain within six (6) months of appointment, NCIC/NCJIS criminal history information system, Emergency Medical Dispatch (MPDS), and CPR certification; must keep all certifications current throughout duration of employment.

PHYSICAL DEMANDS

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.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and drive; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl and must occasionally lift and/or carry up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORKING ENVIRONMENT

Work is performed in an office environment where the physical demands require sitting for extended periods of time; frequent use of computers and standard office equipment; may work under stress of deadlines.

I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.

PRINT NAME: _____

SIGNATURE: _____ **DATE:** _____

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