



City of Irving Job Description

Police Communications Manager

FLSA Status:	EXEMPT	Job Department:	Police
Job Code:	33011	Reports To (Job Title):	Deputy Police Chief (Technical Services Division)

PURPOSE

To perform the administrative and managerial duties involved in planning, organizing, and directing the overall activities of the Police Communications Section.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Direct, instruct, schedule, review, and evaluate the work activities of subordinate personnel.
- Develop, implement, and update rules, regulations, policies, and procedures relating to the efficient operation of the Communications Section.
- Serve as a liaison to the Fire Department, other city departments, and public safety agencies regarding emergency communications issues
- Manage all hardware, software, equipment, and technology associated with 24-hour emergency services communications, and ensure that interruptions in service are minimized
- Review and update training for the Police Communications Section
- Lead in interviewing, testing, and selecting new personnel for the Police Communications Section.
- Prepare the budget and monitor expenditures for the Police Communications Section.
- Ensure compliance of Emergency Communications Section personnel with laws, department policy, and standards of conduct; oversee discipline in that section.

OTHER DUTIES AND RESPONSIBILITIES

- Support the Vision, Mission, Values, and Strategic Plan of the City of Irving, as well as the Irving Police Department.
- Monitor trends and practices in the police communications industry, and develop strategic plans to ensure that the Communications Section is operating at peak efficiency and effectiveness.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 51 employees.

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 6 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Develop and administer the Communications Section budget of approximately \$225,000, excluding personnel; further, may monitor and analyze multi-million dollar expenditures.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's degree from an accredited college or university with major course work in Public Administration, Business Administration, or a closely related field.

EXPERIENCE

- At least five (5) years of related public safety communications experience, including two (2) years of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- TCLEOSE Advanced Telecommunicator Certification
- TLETS/NLETS, TCIC, and NCIC Certification

KNOWLEDGE OF

- Administration and Management: Principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques and production methods.
- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation & discipline.
- Public Safety Dispatch: Policies, procedures, techniques, laws, and guidelines related to public safety dispatch, including Texas penal codes and safety procedures.
- Computers & Electronics: Electric circuit boards, processors, chips and computer hardware and software including applications and programming; especially the CAD computer systems and other peripheral equipment used by Public Safety Communications personnel.
- Education and Training: Instructional methods and training techniques, including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans and test design principles.
- English Language: The structure and content of the English language, including the meaning of words and grammar.

- Customer Service Management: Principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the city; also, state & federal computerized teletype TCIC/NCIC system.

SKILLS AND ABILITIES IN

- Management of Financial Resources: Determining how money will be spent to get the work done, and accounting for these expenditures.
- Mechanical/Technical: Safely operating highly-complex computer and office equipment, including police radio frequencies, computer-driven communications and mapping systems, and the language and TDD telephone lines.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand, and as indicated by the needs of the audience.
- Interactive Presentation: Effectively presenting information and responding to questions from diverse audiences of varying sizes, including the general public.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Judgment & Decision-Making: Weighing the relative costs / benefits of a potential action.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Functional Supervision: Motivating, developing, and directing people as they work.
- Information Organization: Finding ways to structure or classify multiple pieces of information.

GUIDANCE RECEIVED

Departmental Goals and Priorities

Makes decisions that are guided by overall Departmental goals, priorities and policies. Job requires interpreting goals and priorities into action steps and delegating responsibility for completion; applies broad latitude in regard to methods and approaches but must obtain approval for actions that have policy, service or cost implications.

CONTACTS

Regular interaction with a wide variety of people to ensure the uninterrupted delivery of emergency and non-emergency police communications. Contacts are within the police department, different departments in the city, and with persons in outside agencies, such as Tarrant County 9-1-1, Texas APCO, and Texas NENA.

EQUIPMENT AND PROPERTY

Positron Phone System, Tiburon CAD System, Harris Radio System, Bramic Consoles, Nortel Phones, HIDTA software, Critical software, Internet, FAX, Copier, ESP Tracking System, Hindsight Recorder are all used on a daily basis.

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.*

The employee constantly is required to listen, see, sit, talk, and/or type. Frequently, s/he is required to lift up to 10 pounds, pull, push, reach, stand, and/or walk. S/he must occasionally carry, grasp, handle, feel, and/or kneel. Specific vision abilities required by this job include close vision, distance vision, and color vision. Specific audio abilities required by this job include being able to identify voice recognition, specific tones, radio transmissions and background noises.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment usually is moderate. This job requires the employee to make decisions directly affecting the safety of others, and to be capable of working shift work.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.