



CLASS SPECIFICATION FOR:

## Emergency Call Center Manager

### General Statement of Duties:

Serves as civilian manager of the Police Division Emergency Communications Center; provides leadership to the Emergency Communications Center with responsibilities for the day-to-day and strategic administration management and coordination of the Center operations and staff; does related work as required.

### Distinguishing Features of Class:

The employee in this single-position class manages the staff, services and equipment of Emergency Communications Center, which operates on a 24-hour/three-shift basis. A civilian employee, the incumbent reports to and receives general supervision and direction from the Police Captain assigned to the Emergency Communications Center. Position receives policy and administrative guidance as appropriate from the Police Captain to ensure the Center operates effectively. The incumbent demonstrates extensive knowledge and understanding of the applications and operation of an 800 MHz digital trunked radio system as well as comprehensive knowledge of the mission, responsibilities, policies and directives of the Emergency Communications Center and the coordination of its and strategic management.

### Examples of Assigned Duties *(illustrative of the types and scope of duties and responsibilities assigned to positions in this class):*

- Plans, coordinates, implements and supervises the Center's activities, programs, and initiatives to ensure the Center's personnel are trained and in a constant state of readiness and the center's equipment, workstations, and facilities are maintained and operational in accordance with all applicable guidelines and requirements;
- Assists the Police Captain in directing the overall operations of the Center, including budget preparation, managing the Center within approved budget and inventory management;
- Provides leadership, direction, and direct supervision for supervisors and staff;
- Leads or serves on the Communications Officer applicant interview panel and manages the selection process;
- Oversees the administration and management of pagers and cellular telephones;
- Works with the Training Commander and monitors the Communication Training Program to include Supervisory training, Team Leader training, employee training, adhering to all DCJS training mandates;
- Oversees and monitors the administration of the unit's career development program for Communications Officers;
- Performs various personnel management duties including staff evaluation, development, problem resolution and disciplinary actions, and assists Senior Communications Supervisors and Communication Supervisors with handling employee issues;
- Ensures ongoing compliance with all Police Division and County of Henrico rules, regulations, directives, policies, procedures, and the Commission on Accreditation for Law Enforcement Agencies;
- Ensures the Center's use of the appropriate response processes or procedures for each situation;
- Evaluates Center's performance, prepares various reports such as monthly reports, budget, and annual reports as required;
- Ensures the timely processing of Freedom of Information Act Requests and/or Subpoena duces tecum;
- Ensures that unit's Standard Operating Procedures (SOP) manual is reviewed and updated annually;
- Initiates training bulletins as needed;
- Attends meetings of the EMS Quality Assurance Committee;
- Responsible for ensuring that all incidents that occur are reported to proper authority as required by state and federal law;
- Collaborates with the assigned Police Captain to develop and implement long-range strategic planning and goal projection for the communications center and its staff and services;
- Develops and maintains effective working and administrative relationships with various County agencies, other local government agencies, emergency medical service groups, police agencies, and various professional organizations dedicated to public safety communications;
- May serve as County liaison with various agencies and groups dedicated to public safety communications, attend meetings and serve on other committees as assigned;
- Attends annual training courses, seminars, and conferences to stay abreast of technologies, operational issues, newly evolving trends, and to development relationships;
- Maintains comprehensive knowledge of emergency communications technology and management which may be demonstrated through application of current and new ideas, techniques and technologies in emergency communications;
- Networks effectively and maintains current membership in and regularly attends meetings of relevant professional organizations dedicated to public safety communications;
- Serves as essential personnel during declared emergencies and inclement weather;
- Performs other duties as assigned.



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### Required Knowledge, Skills and Abilities:

Comprehensive knowledge of federal and State regulations governing use of radio transmission and exchange of potentially protected information (e.g. HIPAA); sound knowledge of County geography and highway/street system; comprehensive knowledge of fire, police, and rescue resources and of emergency dispatching protocols; familiarity with an 800 MHz digital trunked radio system and its operation, application and capabilities in an emergency communications center setting; extensive knowledge of and familiarity with public safety functions and concerns and of the public safety communications environment and its demands and requirements; mental acuity and demonstrated skill in accurately detecting the scope and magnitude of an emergency; sound understanding of basic human needs and of individual differences with demonstrated communication skills in calming 911 callers in various states of distress, giving callers clear easily understood instructions, and eliciting needed information to dispatch appropriate first response resources; demonstrates sound political astuteness to appropriately handles sensitive issues and situations and to represent the County appropriately in internal and external interactions; excellent organization skills with the demonstrated ability to plan and execute own and assigned staff's work effectively to successfully complete assigned tasks accurately and respond in accordance with applicable guidelines, directives and requirements; ability to multi-task while maintaining the integrity of time sensitive emergency situations and related documentation and recordkeeping; ability to read, and consistently comprehend, interpret, accurately apply and communicate complex policies, directives, regulations and requirements related to first responders and emergency response; sound critical thinking and problem solving skills with the ability to appropriately resolve a variety of complex and sensitive questions and issues within established policies, guidelines, requirements and procedures; ability to accurately collect, research, verify, enter and maintain data in various systems inherent to assigned duties while responding to 911 callers in emergency situations; sound judgment with demonstrated ability to consider and weigh a variety of relevant factors and make accurate decisions or recommendations; ability to synthesize and compile multiple types of data and produce easily understood reports and other materials as assigned; good oral and written communication skills; good public speaking and presentation skills; ability to express ideas clearly, concisely and calmly to staff and 911 callers in various states of distress; ability to work independently and as part of a team; strong supervisory skills including good training skills and the ability to effectively manage workloads and competing priorities, and to foster and maintain high morale and engagement with staff; demonstrated ability to collaborate effectively to establish and maintain a good working relationships with colleagues, communications staff, department staff, first responders, the public and other relevant stakeholders; excellent interpersonal skills with the demonstrated ability to remain calm in emergency situations, facilitate productive work environment and working relationships with and between communications staff working in a high pressure, close quarters, work environment; strong computer skills with ability to use computer and typical business software, proprietary software and applications, use and maintain data in multiple systems simultaneously for emergency response management, data management and reporting; ability to operate complex communications equipment incidental to assigned duties; personal accountability including teamwork and establishing and maintaining positive relationships the public and colleagues; excellent customer service skills; tact; and courtesy. Must be able to positively and appropriately represent the County with the public and other stakeholders. Requires the ability to work a flexible schedule which may include days, evenings, nights, weekends and holidays in a 24-hour, 7-days per week, 365-days per year in a 911 call center operation.

### Minimum Education and Experience:

Education: Four (4) year degree in a relevant field of study;

Experience: Six (6) years of relevant work experience in the public safety communications field in an 800 MHz digital trunked radio or corresponding system environment, including at least three (3) years of supervisory experience;

OR: Any equivalent combination of education, experience and training which provides the required knowledge, skills and abilities.

### Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to perform assigned duties at various locations.
- Completes all State-mandated certification programs, including Emergency Medical Dispatcher