

**51060 – COMMUNICATIONS CENTER MANAGER
CITY OF PARMA
017 – COMMUNICATIONS CENTER**

JOB SUMMARY

Under the direction and authority of the Chief of Police and/or his/her designee, the **Communications Center Manager** is responsible for directing, managing, supervising, and coordinating the personnel activities and operations of the Parma Communications Center which includes the regional communication services for Police, Fire, and EMS agencies operated by the City of Parma and all municipalities under a contractual agreement with the City. The incumbent manages a moderately sized support and dispatch staff. The **Communications Center Manager** reports directly to the Chief of Police or his designee and consults with various stakeholders such as the Chief of Fire, various levels of management within the Police and Fire Departments, various levels of management within City Hall, the Executive Advisory Board, and the Operational Advisory Board of the Parma Communications Center. This position is “Unclassified” (not classified) within the Civil Service of the City of Parma.

WORK ACTIVITIES

Key Areas of Responsibility:

- Manages the ongoing development of the Parma Communications Center*
- Participates in the interview and hiring process of new Communications Center employees*
- Supervises, reviews, evaluates, and disciplines all Communications Center personnel*
- Schedules dispatchers for all shifts and makes schedule adjustments; calls off-duty personnel needed for emergency services; evaluates staffing levels and adjusts staffing requirements accordingly*
- Addresses and responds to public record requests including 9-1-1 calls, according to the City’s records policy and procedure*
- Receives, investigates, and resolves service or personnel complaints relating to public safety dispatching and/or Communications Center operations*
- Understands relevant City policies, orders, rules, regulations, and labor agreements and their application to the Communications Center operation*
- Conveys emergency information, procedures, and policies to subordinates and the public*
- At the direction of the Chief of Police and/or his/her designee, and in collaboration with dispatch staff and relevant stakeholders as needed, plans, develops, and implements policies and procedures consistent with current law, best practices, and technological advancements and seeks legal, technological, or other assistance as necessary*
- Conducts training classes in the use/security of the LEADS and NCIC systems and provides Communications Center staff training as needed, including mandatory continuing education requirements for all dispatchers*

- Motivates employees, coaches staff, creates and maintains a positive working environment, including recognizing exemplary performance and conducting positive counseling*
- Supervises the training, evaluation, and documentation of newly hired probationary dispatchers*
- Prepares various records, reports, and correspondence; requests, purchases, and ensures availability of necessary materials, equipment, and supplies*
- Operates a variety of standard office equipment and specialized dispatch center equipment and computers*
- Troubleshoots and resolves any system, and/or other Communications Center equipment and software issues including failures, replacements, and upgrade requirements, breakdowns, or malfunctions, and works with IT staff and/or appropriate vendor(s) to correct*
- In collaboration with staff and the Chief of Police and/or his/her designee, analyzes and implements solutions to operational dispatch issues*
- Tracks false alarms and prepares correspondence advising violators of fines incurred; tracks and ensures payment of fines*
- Maintains a 24-hour on-call status*
- Represents the City on the Cuyahoga County 9-1-1 Advisory Board, and any other relevant meetings as required; attends the Communications Center Operational Advisory Board and Radio Communications Working Group meetings as required*
- Identifies and serves as the liaison to all telecommunications carriers and information technology providers, including wire line, wireless, and VoIP (new carriers, name changes, consolidations, etc.) that provide end-user telephone service or other communication facilities in the City*
- Prepares yearly budget of costs for personnel, operations, maintenance, and upgrades and accordingly prepares long-range plans and projections for same*
- Manages operational plans for Disaster Recovery*
- Ensures an accurate database is maintained of street names and response locations within the jurisdictions served by the Communications Center, as well as other vital reference materials utilized by the Safety Forces Dispatchers*
- Ensures accurate and efficient processing of critical records including but not limited to LEADS validations, court orders, warrants, stolen vehicles, and articles*
- Manages the OnSolve's CodeRed Mobile Alert application and/or any other emergency contact system database as needed*
- May be called upon to perform the duties of a Safety Forces Dispatcher*
- Performs quality assurance duties in coordination with the Training Coordinator, TAC, and the Chief of Police and/or his/her designee*
- Tracks quality assurance statistics and other statistics such as warrants entered and cleared, call volumes, validations, etc.*
- Performs all other related duties as assigned*

*Denotes Essential Job Functions

+Denotes Essential Job Functions, Scheduling Accommodations Possible

Knowledge and Abilities:

- Has working knowledge of principles and practices of employee supervision including selection, training, work evaluation, and discipline within the parameters of collective bargaining agreements;
- Has working knowledge of procedures, processes, and terminology used in 911 Police, Fire, and related emergency radio and telephone communications;
- Has working knowledge of operation of communication equipment including telephone, radio, computer, and related systems;
- Has working knowledge of the use of capabilities of dispatching systems, record, and information systems;
- Has working knowledge of the legal liability issues common to emergency call-taking, public safety dispatching, and records keeping;
- Has working knowledge of governmental financial record keeping and procurement practices; basic accounting practices including budgeting and billing required to facilitate billing for false alarm fines and to track payments, and/or for any other record keeping requirements;
- Has a basic understanding of 800 MHz trunked and digital radio communications;
- Has an understanding of applicable Federal, State, and Local ordinances, rules, and regulations regarding dispatch operations, public records, and computer applications;
- Has the ability to communicate effectively both verbally and in writing with the public and City staff at all levels and with staff from other government agencies;
- Has the ability to work collaboratively on joint projects with internal and external stakeholders and must be able to effectively lead teams and manage projects.

JOB CONTEXT

The **Communications Center Manager** works a 40-hour week generally from 8:00a.m. until 5:00p.m. which includes one unpaid hour for lunch. Scheduled hours may include weekends and various shifts. Regular and predictable on-site attendance is an essential job function. This position is full-time and operates 12 months a year. The incumbent performs his/her duties within a temperature-controlled environment with little or no supervision. The **Communications Center Manager** will operate office equipment which requires continuous and repetitive arm, hand, and eye movement. The position has a moderate stress level.

JOB QUALIFICATIONS

Minimum Requirements:

- Must be a high school graduate. Some college with an emphasis on Law Enforcement, Police and/or Criminal Justice Administration, Fire Administration, Emergency Services Management, or a closely related field and/or Business Administration is preferred;
- Must have three (3) years of experience, with five (5) years preferred as a 9-1-1 public safety communication dispatcher for an agency or agencies that directly dispatch police, fire, or EMS first responders via radio, (combined police, fire and EMS preferred);

- Must have at least two (2) years managerial experience, supervisory, or other relevant experience that has prepared the candidate for a supervisory position;
- Must have knowledge of telephone software systems utilized for 911 and non-emergency calls;
- Must have knowledge of functions and operation of computer-aided dispatch (CAD) software systems, including Ohio LEADS application and manual call recording/dispatch systems;
- Must have knowledge of functions of and operation of telephone console, radio console, and other standard communications equipment;
- Must have knowledge of FBI/CJIS/LEADS security requirements for criminal justice information systems;
- Must have certifications in Emergency Medical Dispatching and Public Safety Telecommunicator certifications through an accredited agency or be able to obtain certifications within 60 days of appointment;
- Knowledge of computer operation systems and WAN/LAN systems;
- Knowledge of Microsoft Office Suite including Word, Excel, Access, and other Microsoft products;
- Must have the ability to work extended or irregular hours or various shifts;
- Experience in budgeting preferred;
- Must have or be capable of obtaining LEADS/NCIC certifications within thirty (30) days of appointment;
- Must have a valid Ohio Driver's License or be able to obtain one within 60 days of appointment.

The salary range for this position is \$85,724.23 to \$105,000.00 based on qualifications and experience. The City of Parma is an equal opportunity employer. The new hire probationary period is one year.

To apply for this position, please complete an application online using the link provided below. You will be prompted to create a user profile prior to submitting your application. A resume is required. The application deadline is 4:00pm on Friday, May 17, 2024.

<https://parma.cloud9.innoprise.com/citizenaccess/>