



## Town of Oro Valley Classification Description

Title: **POLICE COMMUNICATIONS MANAGER**      Department: Police  
Job Code: 2905      Salary Grade: 121  
FLSA Status: Exempt

### **POSITION SUMMARY:**

Under general supervision, manages the operations of the Emergency Communications Center of the Police Department for the Town of Oro Valley.

### **ESSENTIAL JOB FUNCTIONS:**

- A. Manages the operation of law enforcement dispatch and 9-1-1 services responsible for assessing emergency requests for assistance, dispatching law enforcement, and/or other public safety services.
- B. Serves as PSAP Manager and oversees 9-1-1 function for Oro Valley.
- C. Coordinates and plans upgrades or system changes with vendors for CAD, 9-1-1 phone equipment, dispatch consoles, and radio equipment.
- D. Submits recommendations and justifications for annual budget items regarding emergency communications operations.
- E. Directs and coordinates communications center staff, evaluating work performance, maintaining personnel records, provides scheduling and develops training for staff.
- F. Ensures performance measures are met for the Communications Bureau.
- G. Develops and implements goals, policies and procedures related to police communications and reviews existing procedures to improve operational efficiency.
- H. Oversees the selection, hiring and training of new dispatchers.
- I. Ensures legal compliance with all laws, rules and procedures related to national, state and local 9-1-1 and Police communications operations.
- J. Serves as System Security Officer for the Arizona Criminal Justice Information System (ACJIS) and ensures compliance by department personnel.
- K. Maintains and prepares recordings for evidentiary purposes.
- L. Acts as liaison between the Communications Bureau and Patrol Bureaus, other Government Agencies and develops partnerships, serving on regional boards and committees for emergency communications and interoperability.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of applicable Town, State and Federal statutes, rules, ordinances, codes, regulations governing dispatching.

- Knowledge of Town and Department policies and procedures.
- Knowledge of principles and practices of Public Safety Communications.
- Knowledge of supervision principles.
- Knowledge of 9-1-1 systems, policy, and legislation.
- Knowledge of CAD and Telecommunications systems, methods and equipment as it applies to Public Safety dispatching.
- Skill in training and monitoring subordinates dispatching services.
- Skill in operating computers and public safety related communication equipment utilizing a variety of software and operating systems/applications.
- Skill in quick decision making and correcting emergency situations.
- Skill in assessing, analyzing, identifying and implementing solutions to complex problems.
- Skill in verbal and written communication.
- Skill in establishing and maintaining effective working relationships.

**MINIMUM QUALIFICATIONS:**

- A high school diploma or equivalent.
- Five (5) years' experience as a Public Safety Telecommunicator including two (2) years at a supervisory level; **OR** an equivalent combination of education and experience.
- Ability to successfully obtain Emergency Number Professional Certification within one year.
- Must have successfully completed or complete background investigation.

**ENVIRONMENTAL FACTORS and WORKING CONDITIONS:**

- Work is performed in an indoor environment.