



Title: Communications Manager

FLSA STATUS: Exempt from overtime under FLSA.

SUPERVISION RECEIVED AND EXERCISED:

Receives direction from Deputy Chief of Police.

Exercises direct supervision over professional and para-professional staff.

MINIMUM QUALIFICATIONS

- **Education:** Bachelor's degree in any field or equivalent education and experience to meet the minimum requirements.
- **Experience:** Minimum of five years related experience. Requires broad knowledge of complex systems and procedures.
- **Licenses/Certifications/Special Requirements:** None noted.

PREFERRED/DESIRABLE QUALIFICATION(s):

- Experience in a municipal or government setting.
- Previous supervisory experience is preferred.

JOB SUMMARY

The purpose of this position is to provide mid-level leadership and management of the 911 Center for the City. Oversees all operations, individual performance, and equipment for the Center; coordinates all major equipment upgrades and repairs; recommends staffing increases when appropriate; manages Center staff; writes various reports; participates on committees.



ESSENTIAL FUNCTIONS

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

#	Essential Functions
1	Manages staff by planning and prioritizing tasks, ensuring policy and procedure compliance, recommending changes and adjustments, and monitoring staff performance and development.
2	Coordinates repairs of various equipment. Works with vendors and other members of the City; identifies appropriate times for repairs; minimizes risk; ensures equipment has been well-vetted prior to installation; ensures appropriate staffing for repair event; tracks and reports on-going issues to assist in resolution.
3	Oversees implementation of new equipment and upgrades. Works with vendors to minimize risk to the Section and the organization; identifies appropriate times for implementation or upgrade; minimizes risk; ensures equipment has been well-vetted prior to installation; ensures appropriate staffing for installation or upgrade event.
4	Participates in various meetings. Continually works to understand matters facing the 911 Center; makes equipment decisions based upon material gathered.
5	Develops interpersonal relationships with staff and line level members of the Section. Meets with staff and AFSCME leadership to solicit input and resolve matters effectively.



PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Physical strength for this position is indicated below with “X” 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.					
Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

Work Environment for this position is indicated below with “X” The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.				
Office	X	Outdoors	Vehicle	Office and Field/ Plant/ Warehouse
Position is typically office or administrative work and is not substantially exposed to adverse environmental conditions.		Incumbents may be subjected to extreme temperatures, wetness/humidity, respiratory hazards and noise and vibration.	Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.	The work will occur in an office and field environment. While performing the duties and responsibilities the employee maybe exposed to loud noise, noxious odors, unsanitary conditions, chemicals, electricity, moving mechanical parts, varying weather conditions, and other related conditions and situations. Position is subject to atmospheric conditions: Fumes, odors, dust, mists, gases or poor ventilation

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers, fax / scanner / copier, radio equipment, Positron / power telephone system / MIS, CAD system, WENS, CENS – Reverse 911, RUOK and related software, telephone.

PROTECTIVE EQUIPMENT REQUIRED:

None required.