

CLASS TITLE: PUBLIC SAFETY COMMUNICATIONS DIRECTOR

PURPOSE OF THE CLASSIFICATION: Under direction is responsible for the planning, coordination, and implementation of a comprehensive 911 Public Safety Communications (PSC) program and performs other related assigned duties.

Essential Job Functions:

- Plans, assigns, manages, and reviews the work of staff members involved in the emergency communications services, including 911 call-taking and emergency dispatching operations for several public safety agencies
- Evaluates and reports on the service delivery to public safety agencies and makes recommendations for its improvement
- Formulates strategic planning for maintaining and updating the emergency communications services, systems and equipment
- Maintains knowledge of critical systems (Emergency-911, Computer Aided Dispatch System) and researches new components for integration into the existing technical systems to provide additional or expanded services
- Employs public safety communications center best practices through technology and human capital investment
- Initiates, oversees, and supports technical projects that affect public safety communications
- Directs and implements a comprehensive training and certification program for employees
- Directs CALEA certification process for PSC Division
- Directs, implements and reports on a Quality Assurance Program for service delivery to citizens
- Acts as liaison and/or represents management at union negotiations, meetings, conferences
- Facilitates 911 public education programs
- Oversees preparation and management of the PSC Department budget
- Reviews and revises PSC policies and procedures
- Attends various meetings with client agencies and represents the City at regional and state 911 Boards
- Coordinates directly with the City's Police and Fire Departments and Emergency Medical Service Providers plus regional and county agencies for the operation of the emergency communications systems
- Must report to work on a regular and timely basis

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

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in emergency management, business management, communications, public administration or other related fields; and nine (9) years of progressively responsible experience in 911 emergency communications or equivalent management experience with at least six years of supervisory or management experience in a Public Safety Answering Point (PSAP) environment; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of a large diverse communications network; considerable knowledge of the principles and practices of business or public administration; considerable knowledge of Computer Aided Dispatch (CAD) systems; considerable knowledge of emergency service agencies and their operations; and knowledge of Incident Command System (ICS) and National Incident Management System (NIMS) principles and practices. Ability to plan and direct large, comprehensive emergency communications operations and personnel; ability to exercise judgment, courtesy, and tact in receiving office calls and in making proper disposition of problems; ability to express ideas both verbally and in writing and to write reports; ability to analyze human relations problems and make recommendations for solutions; and the ability to utilize the highest level of

interpersonal skill in order to understand, select, develop, and motivate people at any level within or outside the organization. Skill in operating a multi-agency dispatch center; and demonstrated strategic planning skills.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; frequent lifting and carrying up to five pounds with occasional lifting and carrying up to 10 pounds; occasional pushing and pulling up to five pounds; may be subject to walking, standing, sitting, reaching, bending kneeling and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License. National Emergency Number Association's (NENA) Emergency Number Professional (ENP) certification preferred.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

Class Code: 1037

EEO Code: E-01

Pay Code: EX-56

Group: Engineering, Planning & Technical

Series: Communications, Operations & Maintenance

Effective date: May 13, 2019