CLASS TITLE | REAL TIME INFORMATION CENTER MANAGER

PAY GRADE: EX-44| www.cityoftulsa.org/pay

Class Code: 2114   **Effective Date: 04/17/2024**

PURPOSE OF THE CLASSIFICATION: Under general direction, oversees the operational and administrative functions of the center, ensuring the seamless integration of technology, personnel, and processes, responsible for strategic planning, decision making, and fostering a collaborative environment; playing a pivotal role in enhancing public safety through effective surveillance, data analysis, and coordinated response efforts and performs other related duties as assigned.

ESSENTIAL TASKS:

- Efficiently manages resources, including personnel, budget, and technology, to enhance the overall effectiveness of the center
- Manages the procurement process for equipment, technology, and supplies
- Manages personnel and related functions, such as staffing, hiring, and performance management reviews
- Develops training programs and ensures the continuous professional development of personnel
- Develops and maintains standard operating procedures to guide the center's operation consistently
- Monitors and audits processes and technology to ensure compliance with policy, regulations, and laws
- Develops comprehensive processes to gather data, including creating forms, templates and data collection procedures
- Composes detailed reports based on collected data, providing meaningful findings and insights
- Ensures RTIC processes comply with applicable regulations and policies and align with City data governance
- Stays up to date with applicable laws and regulations regarding data collected, shared, and stored
- Reports 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: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

  (a) Graduation from an accredited college or university with a bachelor's degree in public safety, public administration, business, emergency management, information technology, or other fields relevant to the essential tasks listed in the job description; **and,**
  (b) Four (4) years' experience relevant to the essential tasks listed in this job description; **including,**
  (c) Two (2) years of experience in supervisory or management experience relevant to the essential tasks listed in this job description.

Knowledge, Abilities and Skills:

Knowledge of:

- Incident management methods and best practices
- Managing budgets, purchasing processes, contracts, personnel records, and administrative tasks
- Quality control principles and auditing processes to ensure the integrity of operational and technological activities
- Relevant, modern, and evolving surveillance technology and IT processes and best practices used in real-time centers for administrative, operational, and communication tasks
- Modern police tactics and strategies

- Federal state, and local laws, codes, and regulations related to police record management, including laws relating to privacy and personally identifying information
- Tulsa City streets, including arterial, feeder, and residential streets

Ability to:
- Remain composed and calm, prioritize competing priorities, motivate staff, communicate effectively, and exercise good judgement under pressure while maintaining effective operations
- Create and maintain clear and comprehensive documentation, including the development of standard operating procedures and training materials
- Analyze issues, identify solutions, and implement corrective actions in administrative and operational processes within a dynamic environment
- Strong organizational abilities and attention to detail to manage budgeting, purchasing, contracts, personnel records, and various administrative tasks
- Maintain confidentiality
- Adapt to changing technological needs
- Understand and adhere to regulations, effective communication, and establishment of positive relationships
- Provide high-level customer support, working independently, and collaborating with various stakeholders

Skill in:
- Efficient time management to handle multiple responsibilities and meet deadlines effectively
- Strong interpersonal skills to work collaboratively with staff, first responders, community members, and other stakeholders
- Effective communication skills to liaise with personnel, venders, community members and other stakeholders, ensuring clear and accurate information exchange
- Using evolving software programs and understanding technical materials

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting, carrying, and pulling up to 20 pounds; and may be subject to walking, standing, sitting, reaching, bending, handling, and twisting; and vision and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting, may be subject to work overnights and weekends.

EEO Code: E-02
Group: Clerical and Administrative Series
Series: Processing and Information Services