

**CITY OF CARLSBAD
CLASSIFICATION SPECIFICATION**

JOB TITLE: POLICE COMMUNICATIONS MANAGER

DEPARTMENT: POLICE

BASIC FUNCTION:

Under general direction, direct the efforts of the police and fire safety communications division and perform a variety of managerial responsibilities and or other duties as assigned.

DISTINGUISHING CHARACTERISTICS:

The Communications Manager shall be assigned as the division manager of the police and fire safety Communications Division.

KEY RESPONSIBILITIES:

Plan, direct, supervise and manage the strategic and daily activities of communications services center, and other services on an assigned basis,

Provide overall technical and administrative direction and supervision to personnel or an assigned staff.

Manage employees through other supervisors; set goals and objectives; select, train, motivate staff; assess performance and make salary recommendations; review the work of subordinates to ensure compliance with departmental policies and procedures.

Manage the administrative responsibilities involving the division's budgeting, purchasing and personnel functions. Conduct special studies of division functions.

Receive complaints or reports of emergencies and determine need for police action; conduct confidential internal and administrative investigations as assigned.

Conduct training programs in the various phases of communications activities.

Coordinate police activities with other city departments and divisions, and with outside agencies, e.g., liaisons with regional task forces.

Administer and prepare special studies, clear and comprehensive statistical and informational written reports as requested or required by federal, state or local level laws.

Act as Custodian of Property and Records for the Communications Division.

Ensure quality assurance monitoring of Communications Division, i.e. call activity, review of unusual incident or complaints, CAD equipment, in adherence with operating and fiscal goals.

Develops and maintains an effective working relationship with agencies in the County providing similar services.

Respond to media inquiries.

Perform other related duties as assigned.

QUALIFICATIONS:

To perform a job in this classification, an individual must be able to perform the essential duties as generally described in the specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties in a specific job. The requirements listed below are representative of the knowledge, skill and/or ability required.

Knowledge of:

- Principles and practices of organization, administration, budget and personnel management.
- Automated police communications systems, including dispatch principles and emergency practices.
- Federal Communications Commission Rules governing police radio transmission; law enforcement operation functions; federal privacy laws and federal and state penal codes governing the transmission and release of criminal information
- Rules of the Uniform Crime Reporting (UCR) procedures
- Departmental rules and regulations.
- Functions and objectives of federal, state and other local law enforcement agencies.
- Principles and practices of supervision, training, principles of organizational management.
- Principles and practices of effective and strategic monitoring of the scheduling function.

Ability to:

- Effectively manage the work of Communications Division personnel.
- Establish, evaluate and implement policies and practices and adhere to all federal, state, and local laws as required for the Communications Division operations.
- Analyze and effectively resolve operational problems.
- Develop, implement and maintain training and safety policies and procedures for all personnel.
- Prepare clear, concise and comprehensive reports.
- Prepare implement and monitor operating budget within established parameters.
- Maintain effective and productive work relationships with those encountered in the performance of duties and prepare and conduct persuasive oral presentations in the performance of public relations activities or as otherwise directed.

EDUCATION AND EXPERIENCE:

Any combination equivalent to the education and experience that could likely provide the required knowledge and abilities is qualifying. A typical background may include:

Equivalent to completion of a bachelors' degree majoring in law enforcement or related discipline, and five years of communications experience with a California law enforcement agency, with three years supervisory experience in a safety communications department or agency.

SPECIAL REQUIREMENTS:

Must possess a Police Officer Standards of Training (P.O.S.T.) Basic Complaint/Dispatcher Certificate.

PHYSICAL/MENTAL DEMANDS AND ENVIRONMENTAL SETTING:

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office equipment as necessary during the course of the work assignments.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use reasoning; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with the public, staff and others encountered in the course of work.

Depending on the assignment, the physical and mental requirements and environment may vary. Refer to the task analysis of the essential duties for more specific physical and mental requirements related to individual assignments.

This is an at-will management classification.

DATE APPROVED: July 9, 2002