

Code: 3554

Title: SHERIFF'S 9-1-1/DISPATCH MANAGER

SUMMARY: This classification manages, plans, supervises and coordinates the provision of public safety communications support for the Sheriff's Department .

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Manages, plans, supervises, and coordinates the work of communication operations personnel in receiving and transmitting public service messages on a 24-hour basis;
Oversees County enhanced 911 system, including selection of equipment, budgeting and coordinating 911 services with other agencies;
Assists in developing specifications for other equipment and consults with manufacturers on products;
Analyzes the effectiveness of existing communications procedures and operating equipment and develops new procedures as needed;
Assists in preparation of budget and supervises expenditure of allotted funds;
Recommends improvements in County communications operations;
Reviews training of new staff, training materials and course outlines;
Interacts with staff in other County departments and other agencies to coordinate requirements of all agencies concerned;
Prepares routine, recurring and special reports and statistical records;
Assures maintenance of appropriate security and confidentiality of information created or encountered in the performance of public safety communications activities by assigned staff;
Coordinates responses to requests for copies of master tape recordings;
Maintains integrity and security of communications master tape recordings;
May testify in a court of law as custodian of record for law enforcement related tele-communications information.

KNOWLEDGE & SKILLS:

Knowledge of:

- radio communications systems operations, including trunked systems;
- enhanced 911 operations;
- Federal, State and local laws and ordinances as they pertain to emergency dispatching, creation and maintenance of public safety communications records;
- law enforcement and other emergency services terminology and procedures;
- the rules and regulations of the Federal Communications Commission as they pertain to law enforcement tele-communications;
- the principles, practices and techniques of management, supervision, customer service and public relations;
- computer-aided dispatch (CAD) systems, capabilities and functions;
- the operating procedures of other public safety-related agencies;
- the geography of Pima County and jurisdictional boundaries.

Skill in:

- the analysis, planning, development, installation, operation and maintenance of a large tele-communications system;
- the effective coordination and direction of the various staff, equipment and components of the communications system;
- planning, organizing, directing and evaluating the activities of employees;
- providing effective communications services for emergency service and information purposes;
- communicating effectively, both orally and in writing;
- operating various tele-communications computer equipment;
- determining the communications needs of other County departments relative to public safety

- communications systems;
- recognizing and dealing with the symptoms of stress in others;
- applying principles of effective customer service and public relations;
- maintaining manual and automated records and making reports.

MINIMUM QUALIFICATIONS:

Six (6) years of public safety tele-communications experience in a computer-aided dispatch (CAD) and advanced radio system public-safety communications environment and three years of public safety tele-communications supervisory or management experience. [Supervisory/management experience may be concurrent with general experience.] [A Bachelor's degree from an accredited college or university with a major in Public Administration, Business, Criminal Justice or other public-safety related field (as defined by the Appointing Authority at the time of recruiting) may be substituted for four years of the required general experience.]

OTHER REQUIREMENTS:

Licenses and Certifications: All positions require certification as an Emergency Number Professional (ENP) by the National Emergency Number Association (NENA) within one year of appointment. All positions require attaining and maintaining access certifications by the Sheriff's Department, State and Federal agencies for criminal history databases and associated communications and database systems. Failure to obtain/maintain the above certifications may be grounds for termination.

Special Notice Items: All positions require satisfactory completion of a personal background investigation by law enforcement agencies, due to need for access to law enforcement facilities, records and communications systems. Pre-/post-appointment polygraph and drug testing is required of all positions. Some positions may require fluency in English and a second language, as determined by the Sheriff's Department.

Physical/Sensory Requirements: All positions require the ability to sit for protracted periods of time, to communicate orally by telephone or other communications systems, and extensive use of computer terminals to enter, extract and retrieve data.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.