

Class Title: Assistant Communications Center Manager
Department: Sheriff
FLSA: Non-exempt

Class Code: 1144
Grade: 21
Eff. Date: 12/01/2016
Revised: 06/24/2021

GENERAL PURPOSE

Under general supervision of the Communications Center Manager or Undersheriff, performs complex work in assisting with managing a multi-agency 911 emergency dispatching program that serves law enforcement agencies, fire departments, medical providers, and other user agencies; performs complex work involving the use of telecommunications equipment to dispatch emergency personnel.

EXAMPLE OF DUTIES

Assists with administrative oversight of the dispatch center and operations; assists with planning, organizing and managing facilities and resources; assists with preparing and monitoring the Communications Center Division's budget; maintains records of expenditures; maintains equipment inventory; orders supplies and equipment.

Assumes all duties and responsibilities of the Communications Center Manager in his or her absence.

Supervises Communications Division personnel; assigns and monitors work; evaluates performance and conducts performance appraisals; addresses performance problems in a timely manner; receives and resolves complaints from the public, other agencies, or employees relating to dispatcher performance; initiates and implements disciplinary action as directed.

Schedules hours of work, vacation leave, compensatory time, and holiday (specials) leave; authorizes coverage for sick leave and other emergency shift coverage.

Participates in the hiring process for the Communications Division; manages and implements the new hire orientation and training process. Develops and implements other dispatch training programs; oversees the Emergency Medical Dispatch (EMD) quality assurance program and continuing dispatch education program.

Assists in developing and implementing policies and procedures for the Communications Division; monitors and ensures compliance with policies and procedures.

Attends Dispatch User Committee Meetings with fire and police chiefs of allied agencies; attends Fire Chief Association meetings as needed.

Assists with coordinating and integrating the operation of the Communications Center's programs and activities with emergency management programs and agencies.

Performs dispatch duties as necessary; relays instructions or questions from broadcasts and complaints received; coordinates law enforcement, fire, medical and other emergency requests; relays instructions by radio or telephone sources concerned with dispatcher information to appropriate units.

Operates the following equipment: paging system; computer-aided dispatch (CAD); mobile data terminal; 800 MHz, VHF, UHF radio systems; radio software; multiple line telephone system; 911 emergency system; 911 command post system; and other related dispatch office equipment.

Operates a motor vehicle in a safe manner and in compliance with all Utah laws and regulations.

Approves and supervises tours of communications center.

Performs related duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

High school graduation (or equivalent) plus seven (7) years of recent full-time, continuous dispatching experience in a multi-agency public safety communications center, two (2) years of which must have been in a lead or shift supervisory position. Experience must include use of contemporary computer-aided dispatch system with mobile data radio and electronic records management systems. An acceptable combination of related education and experience may be considered.

2. Special Qualifications:

Must be able to type 40 wpm.

Must possess a valid Emergency Medical Dispatcher (or equivalent) and CPR certifications.

Must possess a valid Utah Peace Officer Standards and Training (POST) Dispatcher certification.

Must pass the Davis County Sheriff's Office background.

Employees driving a personal or a County vehicle for job related travel must possess a valid driver license and must operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

Employees driving a personal vehicle while on county business must maintain the minimum vehicle liability insurance as specified in the Utah Code.

3. Necessary Knowledge, Skills and Abilities:

Knowledge of: theories and practices of emergency communication management, planning and implementation; law enforcement, fire, and emergency medical dispatching principles and equipment; operations and regulations governing proper use and configuration of emergency service communications systems, technology and equipment; applicable State and local laws, rules and regulations regarding mutual aid, disaster preparedness, disaster assistance, police procedures, operations standards, and emergency response and rescue operations; principles, practices and techniques of effective supervision and employee development;

department/division policies, procedures, and practices; operation of a dual radio and multiple line telephone systems; Federal Communications Commission rules and regulation; computer operations.

Skill in: keyboarding skill at 40 wpm (net); proficiently operating computerized keyboards and other related communication equipment; operating multi-channel radio systems, computer software and 911 telephone equipment; reading maps.

This position may require the driving of a motor vehicle; skill in operating a motor vehicle in a safe manner; ability to insure motor vehicle is operating in a safe manner; knowledge of Utah motor vehicle rules and regulations.

Ability to: exercise sound judgment in emergency situations; direct, assign, and supervise the work of others while maintaining composure during an emergency situations; read and interpret safety rules, operating and maintenance instructions, and policies/procedures manuals; write policies, procedures, reports and correspondence; perform multiple tasks simultaneously; effectively operate all communication software and equipment; solve and prioritize emergency requests rapidly; speak clearly and effectively over the phone; differentiate sounds over radio equipment; quickly and accurately process auditory information and read maps; communicate in real-time via computer keyboard or other written means; communicate effectively (verbally and in writing); follow written and oral instructions; establish and maintain effective working relationships with supervisors, employees, dispatch users, allied agencies, and the general public.

WORKING CONDITIONS

Work in a secure facility. Perform duties in a stressful and highly demanding work environment. Work various shifts including afternoons, graveyard, holidays and weekends. Use telephone and emergency equipment simultaneously and monitor multiple computer screens. Receive and quickly process auditory information in an environment with background noises including telephone ringing, multiple frequency radio traffic, and general conversation. Intermittently while seated at a work station, twist and reach for items located in the work area. Throughout a shift, frequently stand/sit to retrieve items from other locations within the dispatch center.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. **All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.**