

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

**Class Code:** 1145  
**Grade:** 23  
**Eff. Date:** 12/01/2016  
**Revised:** 09/06/2022

**GENERAL PURPOSE**

Under general supervision of the Communications Center Lieutenant, performs complex work managing the day to day operations of 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**

Assumes all duties and responsibilities of the 911 Communications Center Lieutenant in his or her absence.

Manages the dispatch center and operations; the planning and organizing of the facilities and resources. Oversees the preparing and monitoring the Communications Center Division's budget; maintains records of expenditures; equipment inventory; oversees the ordering of supplies and equipment. Manages multiple contracts on tow companies, board up contracts, dispatch services to cities, Utah Highway Patrol, etc.

Manages Communications Division personnel; dispatch leads; monitors assigned responsibilities; evaluates performance and conducts performance appraisals; addresses performance problems in a timely manner; receives and resolves complaints from the public, other agencies, tow companies, or employees relating to dispatcher performance; initiates and implements disciplinary action working with dispatch leads. Liaison with UHP regularly to address concerns and develop proactive approaches.

Oversees the scheduling of the Communication Center, vacation leave, compensatory time, and holiday leave; authorizes coverage for sick leave and other emergency shift coverage.

Assists Communications Center Lieutenant with the hiring process for the Communications Division; manages and implements the new hire orientation, onboarding and training process. Oversees the development and implementation of dispatch training programs; oversees the Emergency Medical Dispatch (EMD) quality assurance program and continuing dispatch education program.

Implements and oversees quality assurance of police and fire call dispatching.

Assists the Communication Center Lieutenant with the development and implementation of 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; periodically attends Fire Chief Association meetings.

Oversees the coordination and integration of the Communications Center's involvement with all Emergency Management programs and exercises.

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.**