## JOB INFORMATION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Communications Center Manager</th>
<th>Civil Service:</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Marion Public Safety Communications Center (MCOMM)</td>
<td>Bargaining Unit:</td>
<td>No</td>
</tr>
<tr>
<td>Reports to Position:</td>
<td>MCOMM Board</td>
<td>Pay Grade:</td>
<td>Non-Bargaining Pay Scale</td>
</tr>
<tr>
<td>Location:</td>
<td>Police/Fire Department(s)</td>
<td>Overtime Status:</td>
<td>No Paid Overtime</td>
</tr>
<tr>
<td>Effective Date:</td>
<td>09/20/18</td>
<td>FLSA Status:</td>
<td>Exempt</td>
</tr>
</tbody>
</table>

## JOB SUMMARY

This position provides leadership and management of the Communications Center that serves the Public Safety Communications for the City of Marion. This position is responsible for planning, developing, implementing and coordinating emergency and non-emergency communication procedures, communication and system needs to ensure the highest quality of service is provided to the citizens of Marion. It also manages and coordinates the staff training program in compliance with the Iowa On-line Warrant and Articles (IOWA) / National Crime Information Center (NCIC) system. This position is responsible for preparing and administering the Communications Center budget.

## ESSENTIAL JOB DUTIES/WORK PERFORMED

- Directs overall operation of the Communications Center with the assistance of any Lead Communications Operators.
- Formulates, reviews and implements procedures that provide direction to Communications Center staff.
- Directs the supervision, training and personnel administration for the Communications Center staff. Maintains shift schedules and is responsible for Communications Center staff evaluations administers performance praise or discipline action as required.
- Ensures that all staff members are competent and in compliance with the law and the policies, procedures and rules and regulations of the police and fire departments.
- Schedules, supervises and interacts with police and fire bargaining unit members in a fair, professional manner that is within management rights, scope of current bargaining contracts and all city and department rules, regulations and procedures.
- Works together with the Lead Communications Operator(s) to create and maintain a coordinated and consistent supervisory environment.
- Makes recommendations to develop, guide and implement the strategic plan of the department in a manner that fosters the use of data, city resources and community partners to achieve the identified goals.
- Supervises and schedules the Communications Training Operator Program. Monitors the Probationary Communication Operator (PCO) progress with the Communication Training Operators (CTO).
- Serves as or appoints the Terminal Agency Coordinator (TAC) backup.
- Analyzes system and equipment needs and recommends changes as deemed appropriate via proposals and supporting documentation.
- Prepares and administers the Communications Center budget and is responsible for monitoring the available funds.
- Performs related work as required or directed.
- Attends necessary meetings including but not limited to Linn County Wide Radio System/Radio Governance Board (LCWRS/RGB) and Linn County 911 Executive Board.

## REQUIRED KNOWLEDGE AND SKILLS

- Advanced knowledge of police/fire department policies, rules and regulations.
- Advanced knowledge of IOWA/NCIC policies, rules and regulations.
- Knowledge of the principles and practices of public safety computer-aided dispatching methods, record management systems and equipment.
• Knowledge of elements, principals and procedures of an emergency phone system (E9-1-1, NG911, T911) as well as standard phone operations.
• Knowledge of two-way radio systems and vehicle communication devices with special emphasis on trunked radio and mobile data.
• Knowledge of administrative and supervisory principles and practices including budgeting, planning, program evaluation, developing and implementing policies and procedures and employee supervision.
• Ability to utilize effective verbal, written and listening communication skills to effectively communicate to groups of individuals in formal and non-formal settings.
• Ability to establish and maintain effective working relationships with fellow employees, city departments, civil groups and the general public.
• Ability to develop and implement policies and operating procedures.
• Ability to effectively organize, direct and manage emergency and non-emergency communications functions.
• Ability to prepare and administer an operating budget.
• Ability to maintain confidentiality.
• Ability to maintain the skills and certifications needed to perform the line function.

ESSENTIAL FUNCTIONS & PHYSICAL ABILITIES

• See Police Communications Operator job description.

QUALIFICATIONS

Bachelor’s Degree and considerable experience in public safety dispatch communications, including supervisory assignments; or any equivalent combination education, experience and training which provides the knowledge and abilities necessary to perform the work, as determined by the MCOMM Board or Chief of Police.

WORKING CONDITIONS

• Work in a 24/7 office environment on various shifts.
• Work may require call in without notice; on-call 24 hours a day to respond to center/staff concerns.
• Work in a potentially stressful environment.