

CITY OF MARGATE, FLORIDA JOB DESCRIPTION

JOB TITLE: PUBLIC SAFETY COMMUNICATIONS MANAGER (Job Code 728)

GENERAL STATEMENT OF JOB

Under the direction of the Fire Chief, the purpose of this classification is to manage the operations of Public Safety Communications, as well as, all public safety software and technology systems. This position is responsible for the overall management of all communications staff; monitor technical and procedural operations for quality assurance; Criminal Justice Information Services (CJIS) point of contact for the agency; ensuring compliance with the Florida Department of Law Enforcement (FDLE) standards for CJIS; maintain the agency's critical communication infrastructure, including application servers and databases, to support the fire-rescue and police Computer Aided Dispatch (CAD), Mobile Data and Records Management System.

ESSENTIAL FUNCTIONS

The following duties and functions, as outlined herein, are intended to be representative of the type of tasks performed within this position. They are not listed in any order of importance. The omission of specific statements of the duties or functions does not exclude them from the position if the work is similar, related, or a logical assignment for this description. Other duties may be required and assigned.

Develops and implements goals and objectives regarding the Public Safety Communications and the Information Technology systems of the agency; establishes policies and procedures accordingly and ensures the compliance of regulations.

Monitors quality of service provided to citizens, fire-rescue and police personnel through reports, reviews and statistical data.

Develops and manage agency's operating and capital public safety communications and information technology systems budget.

Ensures efficient and effective delivery of emergency communications and technology services to the City's first responders, creating tactical/strategic plans for short and long term objectives; recommends and implements solutions and automation enhancements on systems and processes.

Process, maintain and submit for evidence all audio/radio recordings requests. All requests for audio and radio communications for evidence, training and internal affairs investigations are directed to this position for completion.

Manages and updates emergency preparedness procedures and policies to improve process; and coordinates with departments throughout the City and with outside agencies to stay current on trends and developments in the field.

City of Margate, Florida • Public Safety Communications Manager

Manages all departmental technical equipment and systems to promote maximum efficiency and effectiveness of all operations; researches and implements upgrades and/or replacements.

Coordinates and acts as liaison with other City departments and outside agencies regarding service issues; provides solutions to service or technological challenges.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, coaching, disciplining, and completing employee performance evaluations.

Assesses, implements and coordinates agency wide training on Criminal Justice Information Services (CJIS) and other application servers and databases to ensure Florida Department of Law Enforcement (FDLE) compliance for agency accreditation for all city employees.

Manage and administrator of FALCON, Florida's Department of Law Enforcement's fingerprint retention reporting system for all city employees.

Acts as FCIC Agency Coordinator (FAC) and FDLE CJIS Agency Coordinator (CAC), to ensure compliance with the CJIS User Agreement and to assist in facilitating communication between FDLE and the agency regarding FCIC/NCIC related matters to include audits, validations and required training.

Manage the Margate Fire- Rescue and Police Department Civilian Observer Ride-A-Long Program; responsible for managing requests, performing the necessary background checks and makes recommendations regarding the eligibility for participation in the ride-a-long program.

Manage and perform all functions of Off Duty Integrated Scheduling System (ODISS) as the Detail Coordinator for fire-rescue and police departments.

Administer and maintain city wide Push to Talk (PTT) communication services for all 180 local government users; responsible for assigning user groups, replacing or repairing damaged phones, updating contracts and troubleshooting as necessary.

Programs all city owned radio equipment; maintains inventory records and databases; issues equipment to appropriate personnel.

Maintains all FCC licenses and ensures compliance with all applicable federal regulations and guidelines.

Responds to verbal and written complaints or inquiries from the public and other governmental agencies; provides information on departmental regulations and procedures; explains methods of resolution that will be utilized to rectify the complaint; ensures that any training or further education needed to prevent the issue in the future is scheduled.

Coordinates the Technical and Records Audits.

Coordinates and maintains the Code Red Emergency Alert Solutions software and alerts for the fire-rescue and police departments.

Manages and provides all required fire-rescue call response and incident data gathered from various source applications.

Manages fire-rescue and police yearly inventory and surplus.

Performs other duties as assigned.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree from an accredited college or university in Criminal Justice, Public Safety Administration, or a closely related field. Ten (10) years of experience in a public safety or 911 communications/dispatch center environment, with at least five (5) years of experience in supervisory/managerial experience in a public safety or communications/dispatch environment. Must have a valid Department of Health 911 Telecommunication certification. Must have FDLE FCIC and NCIC certification. Must have valid CPR and AED certification.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks are essentially sedentary with some walking, standing, bending, and stooping, and some lifting and carrying objects of light to moderate weight (5-15 pounds).

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, or composite characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information including giving and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to communicate efficiently and effectively in standard English.

Intelligence: Requires the ability to apply common sense understanding to perform repetitive tasks.

Verbal Aptitude: Must communicate efficiently and effectively in standard English. Must speak with poise, confidence, and voice control.

Numerical Aptitude: Requires the ability to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in handling, sorting, and managing paperwork and documentation.

Manual Dexterity: Requires the ability to utilize a variety of modern office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May require the ability to differentiate between colors or shades of color.

Interpersonal Temperament: Requires the ability to deal effectively with people from a variety of departments in both giving and receiving instructions. Must be able to perform duties when confronted with individuals acting under stress.

Physical Communication: Requires the ability to talk and/or hear: (talking: expressing or exchanging information by means of spoken words: hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions, i.e. dirt, cold, rain, fumes.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the principles, techniques and equipment used in public safety communications.

Knowledge of the rules and regulations of Federal, State, County, City and inter-department rules and regulations applicable to public safety communications/dispatch.

Knowledge of Motorola Radio P25 (Project 25) Phase 1 and Phase 2 Experience. P25 is a suite of standards for digital radio communications for use by federal, state/province and local public safety agencies to enable them to communicate with other agencies and mutual aid response teams in emergencies.

Knowledge of First Net (First Responder Network Authority) and other trends and developments in communications technology systems.

Knowledge and experience using PAS (Public Access System), Supereon products, RMS (Records Management Systems) and Replay Recording Solutions.

Skilled in written and oral communications for effective expression of ideas and thoughts.

Skilled in operating a Public Safety Communications.

Ability to develop, evaluate and implement policies, procedures, methods and objectives of the Public Safety Communications.

Ability to access, operate and maintain various software applications.

Ability to implement principles and practices of public safety dispatching and communications functions.

Ability to lead and manage in a public safety communications center setting.

Ability to maintain, program, update and clone Motorola portable radio inventory using APX-CPS Software.

Ability to effectively project the City's mission and core values when leading and managing.

Ability to establish and maintain effective working relationships with the general public, coworkers, and outside agency personnel.

EQUAL OPPORTUNITY EMPLOYER

The City of Margate, Florida, is an Equal Opportunity Employer. In compliance with the Americans with

City of Margate, Florida • Public Safety Communications Manager

Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Margate will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

I have read and acknowledge receipt of this Job description.

Employee Name and Signature

Date