

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Public Safety Communications Manager	Job Code: 4198
Date: July 31, 2019	EEO Code: OA
FLSA Designation: Exempt	Civil Service Status: Covered (UC)

DEFINITION: This is administrative and managerial work as head of the Public Safety Communications Division in the Fire Department.

CLASSIFICATION STANDARDS: The single position allocated to this classification is responsible to the Fire Chief and performs work under general and infrequent direction. This work is distinguished by its responsibility for the operation of a major division, supervision of employees, and management of a significant budget.

ESSENTIAL DUTIES: Manage 24-7 operations of the City Public Safety Communications Division for City police, fire, and medical emergency services (911); develop division plans, strategies, and objectives; research, develop, monitor, and submit a timely and accurate division budget; research, evaluate, and upgrade systems/technology/equipment; negotiate and monitor service agreements with vendors; manage division resources and ensure proper preventive maintenance on equipment; research, apply for, and manage Federal and State grants; monitor legislation and Utah Communication Authority standards and best practices for Public Safety Answering Point (PSAP); act as PSAP coordinator; ensure policies, procedures, and protocols are followed; investigate and resolve conflicts involving major incidents; monitor and approve release of information requests under state law; research, prepare, and submit analytical reports on communications center performance; maintain a quality assurance program; work with State computer system security officer; serve as Terminal Agency Coordinator; may lead Mobile Emergency Operations Team; may maintain the MEOC vehicle and training team; serve as POST-approved instructor for State-mandated courses as needed; develop and present educational programs, public awareness campaigns, and use other media or social media to enhance public awareness of City 911 system and public safety issues; attend City meetings, department meetings, or other meetings as needed; coordinate work with City departments.

Supervise, plan, and coordinate the work of assigned personnel including scheduling of workload and coordinating workflow; oversee staff training; ensure work is completed accurately and efficiently; identify, evaluate, and resolve personnel concerns; conduct performance evaluations and enact rewards and discipline if needed; make staffing decisions including hiring and firing personnel; maintain and review all reports, maps, logs, work records, work specifications, and appropriate documentation; perform other related duties as required.

MINIMUM REQUIREMENTS: Bachelor's degree in Public Safety Management, Criminal Justice, Communications, Public Administration or other job-related field and five (5) years of experience in public safety communications, three (3) years of which must have been in a supervisory position **OR** an equivalent combination of job-related education and experience [substituting each one (1) year of post-secondary education for six (6) months of experience].

License(s)/Certification(s): A valid, lawful Driver's License is required. Must possess or obtain during 12-month probation the following: Utah State POST Dispatch, Emergency Medical Dispatch, CPR, and Bureau of Criminal Identification Proficiency certifications. NENA Center Manager (CMCP) or APCO Registered Public-Safety Leader (RPL) certifications preferred.

SELECTION FACTORS: *Extensive Knowledge of:* police, fire, and emergency medical response protocols; related laws, codes, rules, and regulations including GRAMA; terminology common to work; computer-aided dispatch (CAD); two-way radio operations and transmission procedures; City geography; Bureau of Criminal Identification (BCI) codes; Utah Communication Authority standards; basic English composition, spelling, and grammar; modern supervisory techniques; budgeting methods; grant writing. *Skill in:* computer operation, data entry, and information retrieval; extracting critical information from emotionally distraught, frightened, abusive, irate, or threatening individuals; identifying pertinent details from written materials and conversations; conflict resolution techniques; developing educational and promotional materials; preparing presentations; practicing trust-building behaviors. *Ability to:* multitask; supervise, organize, and review work of assigned staff; enact emergency response procedures; assess and prioritize situations and respond calmly, quickly, and accurately; work under extreme and frequent pressure; appropriately handle confidential information; develop and administer goals, and procedures; exercise independent judgment while evaluating situations; communicate effectively, both verbally and in writing; deal with the public, fellow workers, and others in a pleasant, courteous, and calm manner in all circumstances; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; develop and maintain effective working relationships with the public, coworkers, and superiors; evaluate programs and procedures; organize assigned work and develop effective work methods; prepare clear, concise, accurate, and informative reports; demonstrate a high level of commitment to the principles of positive customer service.

TOOLS AND EQUIPMENT USED: Video display terminals, overhead video screens, and computer keyboards, CAD systems, multiple phone lines and systems including 911 and TDD, portable radios and multiple console radios for police and non-police agencies, recording equipment; earpiece and headset, multi-unit paging system, MEOC, and remote consoles, battery and generator backup power systems, other general office equipment as necessary.

PHYSICAL DEMANDS: Requires long periods of sitting at a desk or computer for long time periods.

ENVIRONMENTAL FACTORS: Work location is primarily inside with potential on-scene call-outs with the mobile emergency operations team. Regularly exposed to situations that may affect psychological or physiological health, based on the stressful nature of public safety service and exposure to other stressful conditions related to the workplace. *Residency: Employees of this class are subject to Provo City residency requirements and must reside within a 15-mile radius of their primary operations facility to affect a 20-minute response time, unless otherwise approved by the Chief.*


 Department Director

7-29-19
 Date


 Mayor/Chief Administrative Officer

7-31-19
 Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.