

City of San José
CLASS SPECIFICATION

TITLE: Assistant Police Communications Manager (8522)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Police Department	Police Communications Manager	Exempt

CLASS SUMMARY

Under the direction of the Police Communications Manager, the incumbent in this position is responsible for assigning and reviewing work for the Communications Division of the Police Department, including an Emergency 9-1-1, 24/7, Call Center. The incumbent confers with department officials and others in the solution of personnel, operational, administrative, fiscal, and organizational matters; manages critical incidents when necessary; investigates and resolves complaints regarding subordinate performance and service levels; recommends staffing, equipment, and workspace needs.

DISTINGUISHING CHARACTERISTICS

This is a single incumbent classification in the Police Department. The Assistant Police Communications Manager is distinguished from Police Communications Manager, who is responsible for planning, organizing, directing, and controlling the division. This class is distinguished from Supervising Public Safety Dispatcher, who is responsible for a shift/group, whereas the Assistant Police Communications Manager is responsible for managing and overseeing the daily operations of the division and acts for the Police Communications Manager in their absence.

QUALIFICATIONS

Minimum Qualifications

Education and Experience

- **Education:** A Baccalaureate Degree from an accredited college or university in Business, Public Administration, Human Resources Management, Criminal Justice, Public Communications or other related field.
- **Experience:** Five (5) years of police, fire, or emergency medical dispatching experience, including two (2) years of supervisory experience equivalent to Senior Public Safety Dispatcher or higher.

Required Licensing (such as driver's license, certifications, etc.)

- POST Basic Dispatch Certificate preferred

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

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Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Problem Solving - Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- Creativity - Addresses objectives and problems while questioning traditional assumptions/solutions in order to generate creative ideas and new ways of doing business; exhibits creativity and innovation when contributing to organizational and individual objectives; seeks out opportunities to improve, streamline, reinvent work processes.
- Decision making - Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Coaching - Provides guidance, opportunities and motivation to develop and strengthen knowledge, skills, and competencies to improve employee's capabilities.
- Supervision - Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness.
- Technology Use / Management - Uses efficient and cost-effective approaches to integrate technology into the workplace and improve program effectiveness.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.

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DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Manages and oversees the daily operations of the Communications Division of the Police Department.	Continuous
2.	Investigates citizen and agency complaints and/or infractions of procedures involving divisional personnel and/or user agencies, and directs or recommends appropriate corrective or disciplinary action.	Continuous
3.	Initiates, develops, interprets, and administers practices, policies, and procedures.	Continuous
4.	Supervises subordinate supervisory and professional staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; and making hiring, termination, and disciplinary recommendations.	Continuous
5.	Acts as liaison with allied and contracting agencies, the media, and the public, and resolves administrative and operational problems.	Frequent
6.	Investigate and resolves personnel and internal affairs matters	Frequent
7.	Identifies the need for, prepares drafts for the Police Communications Manager or the Bureau Deputy Chief approval, and implements new policies and operating procedures.	Frequent
8.	Participates in administrative review and coordination of supervisory staff, and makes specific work assignments.	Occasional
9.	Assists in coordinating communications activities with other departments and contracting agencies.	Occasional
10.	Reviews and prepares responses to correspondence.	Occasional
11.	Represents the department in discussions with other offices and agencies concerning administrative, business, and program-specific services.	As Required
12.	Meets with agencies and city officials regarding jurisdictional boundaries and liabilities, service requests, and problems.	As Required
13.	Prepares reports, graphs and other statistics, related to the division's budget, operations, and personnel matters.	As Required
14.	Establishes training programs and standards for new dispatching personnel, and either administers the department-wide training program or monitors individual trainee progress on operational units, recommending retention or dismissal of the employee.	As Required
15.	Acts for the Police Communications Manager in their absence.	As Required
16.	Manages recruitment, hiring, academy training, Police Officer Standards and Training (P.O.S.T.) certification of all dispatch personnel.	As Required
17.	Coordinates all of the division's training activities.	As Required
18.	Reviews and recommends requisitions for the purchase of major items and contracts for services	As Required

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19.	Conducts public presentations related to department services	As Required
20.	Performs other duties of a similar nature or level.	As Required

*Frequency defined as “Continuous” (daily), “Frequent”(weekly), “Occasional” (monthly) “As Required” (Intermittent)

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers and the public.

CLASSIFICATION HISTORY Created 2/14; Revised 3/20; s001
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