

City of San José
CLASS SPECIFICATION

Title: Police Communications Manager (8517)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Police Department	Deputy Chief of Police	Exempt

CLASS SUMMARY

Under general direction, the incumbent in this position is responsible for planning, organizing, directing, and controlling the operations of the Communications Division of the Police Department, including an Emergency 9-1-1, 24/7, Call Center. The incumbent acts as a liaison between the division and other law enforcement and emergency service agencies; manages, motivates, corrects, and evaluates assigned subordinate personnel; assists executive and senior management in the formulation and implementation of department policies and procedures.

DISTINGUISHING CHARACTERISTICS

This is a single incumbent civilian classification in the Police Department. Responsibilities include developing and implementing policies and procedures related to all functions in the Communications Division, including budget administration and reporting, and program evaluation. The Police Communications Manager is distinguished from the sworn classification of Deputy Chief of Police, who has responsibility for the management and oversight of a major bureau in the Police Department. This classification is distinguished from the Assistant Police Communications Manager, who is responsible for the daily operations of the division.

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:** Six (6) years of police, fire, or emergency medical dispatching experience, including three (3) years of supervision experience equivalent to Supervising 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.
- Leadership - Leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, allowing others to learn from mistakes; provides motivational supports and direction.
- Management - Evaluates priorities to ensure the 'true' top priorities are handled satisfactorily; sets clear goals for the employees and the work unit.
- Decision Making - Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Vision/Strategic Thinking - Supports, promotes, and ensures alignment with the organization's vision and values; understands how an organization must change in light of internal and external trends and influences; builds a shared vision with others and influences others to translate vision to action.
- Political Skill - In taking action, demonstrates an understanding and consideration of how it will impact stakeholders and affected areas in the organization.
- Change Management - Demonstrates support for innovation and for organizational changes needed to improve the organization's effectiveness; facilitates the implementation and acceptance of change within the workplace.
- Collaboration - Develops networks and builds alliances; engages in cross-functional activities.
- 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.
- Building Trust - Communicates an understanding of the other person's interests, needs and concerns; identifies and communicates shared interests and goals; identifies and communicates differences as appropriate; demonstrates honesty, keeps commitments and behaves in an appropriate manner.

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- Fiscal Management - Understands the relationship of the budget and resources to the strategic plan; complies with administrative controls over funds, contracts, and procurements.

Additional Competencies and/or Desirable Qualifications

(Competencies, knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)

DUTY NO.	<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (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.	Plans, directs, and controls the activities of the Communications Division of the Police Department.	Continuous
2.	Supervises subordinate management, 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
3.	Oversees the investigation of 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
4.	Plans, implements, and evaluates department programs; prepares and implements work plans for the division.	Continuous
5.	Participates in and advises on the development of department policy; develops and implements departmental goals, objectives, and guidelines as part of department executive management.	Continuous
6.	Prepares and implements division work plans, capital improvement, and operations budgets.	Continuous
7.	Represents the Department in discussions with other offices and agencies concerning administrative, business, and program specific services.	Frequent
8.	Acts as liaison between Police Communications and other law enforcement and emergency service agencies, including allied and contracting agencies, the media, and the public, and resolves administrative and operational problems.	Frequent
9.	Meets with agencies and city officials regarding jurisdictional boundaries and liabilities, service requests, and problems.	Frequent
10.	Oversees the investigation and resolution of personnel and internal affairs matters.	Frequent
11.	Directs allocation of grant funds; negotiates contracts, agreements, and leases.	Frequent

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12.	Develops and implements departmental goals, objectives, and guidelines.	Frequent
13.	Oversees the preparation of reports, graphs and other statistics, related to the division's budget, operations, and personnel matters.	Frequent
14.	Presents reports and information to the City Council, boards, committees, and other divisions or departments.	Frequent
15.	Ensures the divisional compliance with federal and state laws, rules, and regulations and local codes and standards.	Frequent
16.	Establishes training programs and standards for new dispatching personnel, and administers the department-wide training program or monitors individual trainee progress on operational units, recommending retention or dismissal of the employee.	As Required
17.	Manages recruitment, hiring, academy training, Police Officer Standards and Training (P.O.S.T.) certification of all dispatch personnel.	As Required
18.	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 3/20; s0000*