**Communications Manager**

**Grade: 10**

**FLSA: Exempt**

# Date: 01/23

**Job Summary:** Responsible for managing the operations of the St. Mary’s County Emergency Communications 911 Center.Manages, coordinates, and assesses the work of assigned staff to ensure operations comply with policies and procedures. Recommends policy changes and coordinates improvements that enhance response operations for staff and allied agencies. Plans and operations the complex programs and mission critical awareness of the facility and critical systems with zero tolerance for failure. Represents the 911 center and communicates goals and objectives with staff and allied agencies; directs all operations, activities, and programs within the communications center; performs the duties of a 911 Public Safety Dispatch Supervisor in times of staffing shortages, performs other duties as assigned.

**Essential Functions:**

1. Plans, directs, organizes and coordinates programs related to the operations of the County's Emergency Communications 911 Center;
2. Recommends, plans, and implements system/operational improvements and enhancements for the Communications 911 Center;
3. Reviews operations of the Center, establishes and monitors metrics that evaluate the center’s performance; takes appropriate actions to correct performance deficiencies and adjusts operations to meet or exceed standards.
4. Assists the Administrative Manager in ensuring required training is performed in accordance with approved training plans. Works with the Training and Quality Assurance Coordinator to ensure reviews are completed and results are considered in identifying training needs to ensure incorporation into the appropriate training plans and improve our efficiency and customer service.
5. Works with the Radio System Manager to ensure radio system issues are addressed and corrected.
6. Supervises communications staff in day-to-day public safety dispatcher operations.
7. Interviews applicants and recommends new dispatcher position hires;
8. Counsels’ employees and recommends disciplinary actions; enforces Department and County policies and procedures.
9. Coordinates programs and activities with allied agencies; reports problems promptly to the Deputy Director and/or appropriate allied agencies and takes appropriate corrective action to restore normal operations.
10. Maintains plans to effectively respond to unexpected situations, operational changes, and emergency situations, and communicates necessary procedural changes (immediate and long-term) to all involved parties to ensure an appropriate departmental response.
11. Analyzes technical performance reports and prepares management reports; collects, analyzes and evaluates data that measures performance and identifies needed improvements.
12. Ensures that the department is operating in compliance with and acts as a liaison between Federal, State, and local governmental agencies whose policies, laws, regulations, and directives impact County operations;
13. Provides budget recommendations on the Communications 911 Center. Coordinates with the Deputy Director for other budgetary recommendations associated with other Departmental division managers.
14. Increases professional knowledge through attendance at workshops and conferences, participating in professional associations and activities, and reading professional and local publications;
15. Performs the duties as a Public Safety Dispatcher as needed, maintaining all necessary certifications to function as a Public Safety Dispatcher.
16. Maintains METERS/NCIC CN1 Certification
17. Responsible for preparing and maintaining Public Safety Dispatcher daily work schedules. This includes approving or disapproving leave requests, overtime, vacations, etc.
18. Serves as the 911 Center representative in the Emergency Operations Center during Emergency Management Activations.
19. Attends meetings after hours as needed.
20. Performs all other duties as assigned.

**Required Knowledge, Skills, and Abilities:**

1. Ability to gain advanced knowledge of St. Mary’s County Government policies and procedures;
2. Ability to act as a representative of St. Mary’s County Government to the public;
3. Advanced knowledge of the principles, practices, and procedures of administrative management and the operations and activities of the assigned area, and the ability to interpret them to the staff and the public;
4. Extensive knowledge of governmental fiscal policies, procedures, and legal mandates including the budget process;
5. Extensive knowledge of modern research and investigative techniques and procedures;
6. Extensive knowledge of relevant laws, statutes, and ordinances of the State of Maryland and St. Mary’s County;
7. Ability to keep all relevant parties informed of all major issues and programs and to recommend changes as appropriate;
8. Ability to supervise, plan, and coordinate the work of diverse staff in order to accomplish departmental goals and objectives;
9. Ability to review, evaluate, and initiate appropriate action on technical and legal reports, contracts, and documents concerning departmental matters;
10. Ability to establish and maintain effective working relationships with county officials, associates, staff, representatives from other agencies, and the general public;
11. Ability to operate relevant computer systems including hardware and software, and office machines.
12. As needed, assume the duties of a Public Safety Dispatcher and other administrative duties as necessary.

**Education and Experience:**

1. Bachelor’s degree;
2. Seven years or more of related professional experience, or additional education in a specialized area;
3. Experience managing a Public Safety Access Point (PSAP) preferred;
4. Or equivalent technical training, education, and/or experience.
5. Currently certified as an IAED Emergency Medical Dispatcher-Q, Emergency Police Dispatcher-Q, and Emergency Fire Dispatcher-Q.
6. Cardiopulmonary Resuscitation Card (CPR).
7. NENA Center Manager Certification Program within one year of hire;
8. NENA Emergency Number Professional certification within two years of hire

**Physical and Environmental Conditions:**

Work requires light physical effort in the handling of light materials or boxes and tools or equipment in non-strenuous work positions up to 30 pounds and/or continual standing or walking of 60% of the time.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g., use of safe work place practices with office equipment, and/or avoidance of trips and falls.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

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HR Representative Date

Your signature below indicates that you have received a copy of this position description.

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Employee’s Signature Date