



CONFIRE

Communications Manager

(Valley or Desert Manager)

SALARY RANGE

\$76,190.40 - 110,344.00 Annually

DEFINITION:

Under the direction of the Communications Director, manages and coordinates the operations of the emergency dispatch center; performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This position requires an in-depth knowledge of the dispatch center operations and policies. Incumbents in this class demonstrate their ability to organize personnel to work towards common goals, communicate clearly in oral and written form to groups of people, and exercise the ability to listen to several different points of view and capture the essence of each. This position must share CONFIRE's goal of constantly improving the level of service provided to our member and contract agencies and the public they serve. Incumbents in this position are expected to possess a high degree of leadership, technical, and supervisory skills.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to:

1. Coordinates and manages the daily operations of the fire dispatch center ensuring CONFIRE policies are followed.
2. Participates in the development and implementation of goals, objectives, policies, and priorities for the fire dispatch center.

3. Assists in maintaining the high standards necessary for the efficient and professional operation of the center.
4. Manages duty schedules to ensure minimum staffing and budgetary allocations are maintained.
5. Recommends the promotion of personnel, conducts performance evaluations, and works with employees to correct deficiencies.
6. Performs the duties of the Assistant Emergency Communications Supervisors and Emergency Services Supervising Dispatchers when necessary, including dispatching and call-taking.
7. Exercises direct supervision over the Assistant Emergency Communications Supervisors and Emergency Services Supervising Dispatchers.
8. Leads and facilitates OES mutual aid resource request ordering and coordination.
9. Facilitates and acts on all dispatch inquiries from field personnel and provide appropriate feedback to all parties.
10. Investigates complaints and take corrective action as necessary.
11. Represents CONFIRE to the community, outside agencies or other organizations.
12. Provides vacation and temporary relief as required.
13. Provides other duties as required.

MINIMUM REQUIREMENTS:

Experience: Five (5) years experience (within the last 7 years) as a manager or supervisor in an emergency communications center that is responsible for dispatching and monitoring emergency personnel to fire, law enforcement, emergency medical, and/or mutual aid situations. **--AND--**

Education: Thirty (30) semester (45 quarter) units of completed college coursework in Emergency Management, Public or Business Administration, Police, Fire Safety, or another relevant field.

Substitution: One additional year of experience may be substituted for the educational requirement; **--OR--** a relevant degree may be substituted for one year of the experience.