



JOB DESCRIPTION

Effective Date: _____



Title:	Director of Communications	FLSA Status:	Exempt
Department:	Communications/Dispatch	Essential Status:	Essential
Division:	All	Pay Grade:	I
Reports to:	City Manager		

BRIEF DESCRIPTION:

Under the general direction of the City Manager, the Director of Communications manages and directs all activities and operations involving Emergency Services communications (police, fire, EMS, public works, etc.). The incumbent is responsible for inter-agency relations and coordinates with various chief administrative officers and command level supervisors, to provide the highest level of dispatch services and support possible. Incumbent is responsible for addressing citizen complaints, both verbal and written, related to the Department's operation.

ORGANIZATIONAL RELATIONSHIPS:

1. Reports to: City Manager
2. Directs: Dispatch Supervisors and subordinate personnel
3. Other: Will have dealings with all department heads, employees, council and the general public. Will also coordinate with chief administrative and command-level officers of various other public safety entities.

GENERAL STATEMENT:

This is an important, management-level position. This position supervises dispatch employees in all phases of operations of services.

EXAMPLES OF WORK:

- Provide leadership and administrative direction on major dispatch activities.
- Provides for the training of staff in work-related procedures.
- Responsible for ensuring compliance with all state, federal, and local regulations relating to public safety communications.
- Provide capital improvement planning and recommend options for Communications projects and capital improvement programs for the City's 5-year Capital Improvements Plan.
- Works with Chief Administrative Officers to develop policies and procedures related to the department.
- Provides for the installation, upgrading, maintenance, operation, and staff training for all computer-aided dispatch hardware and software.
- Acts as department liaison and represents the department and the communications functions with meetings with other departments, and local, State, and Federal agency representatives.
- Provide management direction in all hiring, training, and evaluations of personnel within each area of responsibilities (department or division).
- Represent the City at public and private meetings and conferences relating to City business.



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- Prepares a variety of periodic and special reports as required.
- Effectively and courteously communicate with the public and employees, in person, on the telephone, and in writing.
- Communicate on a proactive basis to resolve citizen complaints as they arise.
- Ensure any and all responsibilities, as directed by the City of Everman and Tarrant County Emergency Operations Plan, are carried out effectively in accordance with all local, county, regional, state, and federal mandates. Comply with all National Incident Management System (NIMS) training guidelines.
- Perform a variety of tasks as directed by the City Manager.
- Skillfully and tactfully address the general public and elected officials, both individually and in group settings, as well as among peers.
- Initiates and monitors employee training, license, continuing education, and renewals as required by the city, state, federal, or other appropriate authorities.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

An Associate's Degree or higher is highly preferred for this position. A minimum of ten (10) years of operational experience is required, with three (3) years of supervisory experience preferred. Thorough knowledge of laws and regulations pertaining to communications operations.

CERTIFICATIONS AND LICENSES REQUIRED:

Applicable valid Texas Driver's License

Must possess a Texas Commission on Law Enforcement Master Telecommunicator Certificate; or equivalent as approved by the City Manager.

Must be bondable

ENVIRONMENTAL FACTORS & CONDITIONS/PHYSICAL REQUIREMENTS:

- Work is performed in office, technology infrastructure environments.
- May be subject to repetitive motion such as typing, data entry, and vision to monitor.
- May be subject to walking on uneven or unstable terrain, occasional standing, bending, reaching, kneeling, or lifting.
- May be subject to working extended hours and responding to emergencies on an on-call basis.
- May be subject to exposure to extreme weather conditions.
- Must be able to lift up to 20 pounds.
- Work extended hours in extreme heat, cold, and inclement weather (rare).



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SIGNATURE – REVIEW & COMMENTS:

The above statements describe the general nature and level of work being performed as of the date of preparation and approval. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of the position. Employees holding this position will be required to perform any other job-related duties as requested by management. The job description does not constitute an employment agreement between the employer and employee, and all requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

I have reviewed this job description and received a copy.

Signature of Employee

Date