

CITY OF FOREST PARK, GA

JOB DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

COMMUNICATIONS OPERATOR (MANAGER)

Department: Police

Pay Grade: 116

FLSA Status: Exempt

JOB SUMMARY

Under the direction of the Captain of Support Services in the Police Department, the purpose of this classification is to plan, organize, direct, and supervise the E-911 Communications Center's operations for the City of Forest Park.

ESSENTIAL JOB FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- Manages, directs, and evaluates assigned staff; oversees employee work schedules to ensure adequate coverage and control; reviews timesheets; approves/processes employee concerns and problems and counsels or disciplines as appropriate; completes employee performance appraisals; directs work; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures; conduct interviews and make hiring and termination decisions Receives, screens, processes, and monitors emergency 911 calls and non-emergency calls from the public and other police/public safety agencies by radio and telephone; works to calm upset callers; evaluates, categorizes, and prioritizes calls; determines proper zone/jurisdiction of request; refers callers to other agencies as appropriate; receives routine calls for the department and records messages for department personnel.
- Plans, organizes, and manages the day-to-day operational functions of the E-911 Department to provide effective and timely emergency services City-wide; plans, develops and directs department programs, services, resources and staff; formulates short and long range plans, goals and objectives; develops and implements policies, procedures and standards; and directs the implementation of programs and services through subordinate supervisors and staff.

- Monitors and evaluates department programs, services, and operations; assesses department effectiveness and performance; manages quality assurance and quality improvement initiatives; analyzes operational statistics and staffing needs; and identifies and implements changes to maximize use of resources and achieve goals and objectives.
- Prepares and/or reviews operational and statistical reports; presents proposals and recommendations regarding department services and needs; serves as a member of varying task forces, committees, and management and planning teams; and represents the department to other City, County, State and Federal agencies and officials.
- Coordinates with public safety agencies, or other officials to review and enhance operations/activities; reviews/resolves problems, receives advice/direction, and provides recommendations; and advises the Captain of Support Services/ Major of Support Services of 911 situations, solutions, major incidents, and other problems.
- Manages department financial resources; develops and implements departmental budget, including establishing priorities for capital and material requirements; monitors expenditures to ensure compliance with approved budget; and reviews and approves payroll, bills, invoices, purchase orders, contracts and other financial documents.
- Plans for and manages the use of department equipment, communication systems and facilities; ensures proper maintenance and repair of communications equipment, radios, and systems; assigns and oversees research of vendor pricing; coordinates with contractors, vendors and suppliers regarding the procurement of new equipment, services and supplies; works with vendors regarding wireless services and planning for future department technology needs.
- Responds to questions or complaints related to communications activities and personnel; provides information and education; researches problems; and initiates problem resolution.

MINIMUM QUALIFICATIONS

Education and Experience:

Bachelor's degree in Business Administration, Communications, Emergency Management, Public Administration, Criminal Justice, Public Safety, or a related field required (Master's degree preferred); ten years of progressively responsible experience in emergency communications, with three years of senior management experience for a comparably sized organization or as a director for a smaller organization; or any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this job.

Must possess and maintain a valid Georgia driver's license; must possess and maintain the following certifications or attain within six months: GCIC and NCIC, Emergency Medical Dispatch (EMD), Georgia Peace Officer Standards and Training (POST), and Cardiopulmonary Resuscitation (CPR). Must attain Association of Public Safety Communications Officials (APCO) Certified Public-Safety Executive Program Certification within two years of employment.

Knowledge, Skills, and Abilities:

- Ability to review, classify, categorize, prioritize, and/or analyze data; ability to exercise discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

- Ability to apply principles of persuasion and/or influence over others in a supervisory capacity and in coordinating activities of a project, program, or designated area of responsibility.
- Ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.
- Ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; ability to utilize principles of fractions; ability to interpret graphs.
- Computer proficiency in Outlook, Word, Excel and PowerPoint
- Ability to maintain a high level of confidentiality.
- Must have high initiative, integrity, strong work ethic, good communication and analytical skills.
- Excellent time management, organizational skills and enjoy working in a fast paced environment
- Able and willing to work well in a diverse environment.
- Ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.
- Ability to exercise judgment, decisiveness, and creativity in situations involving evaluation of information against measurable or verifiable criteria.

PHYSICAL DEMANDS

The work is sedentary which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body.

- **Mental Acuity:** Ability to make rational decisions through sound logic and deductive processes.
- **Repetitive Motion:** Substantial movements (motions) of the wrist, hands, and/or fingers.
- **Speaking:** Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- **Visual Acuity:** Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.

WORK ENVIRONMENT

Work is performed without exposure to adverse environmental conditions.