

Job Title:	Erath County Joint Dispatch Center Communications Manager	FLSA Classification:	Exempt
Department:	Police Department	Salary:	\$ - 31.25 Hourly \$ - 65,000.00 - 79,233.00 Annually
Reports To:	Chief of Police (Through Chain of Command)		

Job Summary:

Primary duties consist of managing the activities of all communications personnel, supervising the operation of communications consoles, teletype network and computer systems, along with the input of dispatch related information. This person is the Terminal Agency Coordinator (TAC) with Texas DPS and ensures that all validations entered into TCIC/NCIC are correct and valid. Supervises Texas DPS audits for their communications systems. Manages Omnix and TLETS training for Communications and police personnel. Provides timely and accurate transmittal of information and messages received regarding police operations and public information. Duties include extensive contacts with law enforcement officers, first responders, municipalities, and the general public in Erath County. This position has a tremendous amount of responsibility, including all 911 and emergency services for all of Erath County leading the Erath County Joint Dispatch Center. This person must be able to act and react in a safe, efficient manner for the protection of life and property.

Typical Duties: The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

- Lead, direct and supervise all operations of the Erath County Joint Dispatch Center (ECJDC).
- Supervise communications supervisor(s) and communications personnel including setting work schedules, vacation leave and holiday leave.
- Recommend to the Chief of Police the hiring, recognition and discipline of communications employees.
- Scheduling training schools for all communication personnel.
- Ensure compliance and coordinate with DPS-Austin in telecommunication compliance procedures.
- Check communications personnel computer entries in the local databases and TCIC/NCIC entries.
- Operate two-way communication equipment, coordinate by radio with local police units, other law enforcement agencies, other departments of the city and businesses providing emergency services.
- Meet, present, and assist the public with the education and mission of the ECJDC.
- Provide law enforcement officers with current information through inquiry capability into multiple agency's history files, outstanding warrants file and known offenders file, as authorized.
- Maintain logs for all required forms for entry into multiple agency Record Management System (RMS) and National Crime Information Center (NCIC).
- Serve as the primary liaison between all law enforcement, fire, and EMS agencies in Erath County.

- Prepare an annual budget of the ECJDC and PSAP for presentation to the ECJDC Board of Directors.

Minimum Qualifications:

- Must be a United States Citizen.
- Must possess a valid Texas driver's license and maintain a satisfactory driving record.
- High school diploma or GED.
- Preferred experience includes ten (10) years of communications operator experience and five (5) years of communications supervisory experience.
- Consideration will be given to equivalent licensing, education, training, certifications and experience.
- A licensed Notary Public or the ability to obtain a Notary Public License.
- Required knowledge of records management system, principles and standards.
- Required knowledge of basic bookkeeping and accounting principles.
- Required skill in providing exceptional customer service.
- Skilled in modern office procedures, methods and equipment including computers, printers, calculators, and other office equipment.
- Computer proficiency in use of Microsoft Office and Microsoft Teams, including Word, Excel, Outlook applications, and Adobe.
- The ability to communicate, understand and follow written and oral instructions.
- The ability to communicate (read, write and speak) effectively in the English language with proper spelling, grammar, and punctuation.
- The ability to prepare clear and accurate correspondence (including emails), documents, and reports.
- The ability to prioritize and organize various assignments in order to produce efficient results.
- The ability to search files, records, and available databases quickly and accurately.
- The ability to establish & maintain cooperative working relationships with all contacted in the course of work.
- Required skill in providing exceptional leadership skills with tactful and appropriate responses to inquiries from employees, the public, and other departments or agencies, including, but not limited to city and county departments, state, and federal agencies as well as private companies.
- Required skill in planning, scheduling, and coordinating meetings, events, and departmental functions.

Work Environment:

Majority of work is performed in an office environment and may be subject to ordinary risks typically found in an office environment. Some tasks are routinely performed without exposure to adverse environmental conditions; however, some tasks are performed with dust or pollen, heat/cold or extreme weather conditions. The noise level in the work environment is usually quiet to moderate. The communications manager (ECJDC CM) will be expected to work Monday thru Friday with typical office hours. The ECJDC CM will also be expected to maintain communications among all dispatching shifts.

Physical Requirements:

The position requires the ability to stand, push, pull, squat, kneel, twist reach, crouch, climb and stoop when assisting others or working alone. This person must be able to sit or stand for long periods during the day-to-day functions. This position also requires repetitive hand movement in using computer keyboard and phones. Must be able to lift and carry up to twenty-five (25) pounds of supplies or working materials. Due to the nature of law enforcement and emergency work, the ECJDC CM may undergo high stress in ensuring that all kinds of situations are handled efficiently and accurate decisions in transmitting information are made accurately.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills, and physical demands required.

By signing this form, you acknowledge that you can perform the essential duties and functions of this position with or without accommodation.

Name (Printed)

Name (Signed)

Date

If accommodations are required to perform the essential duties and functions of this position listed above, please list the necessary accommodations below: