

MAJOR FUNCTION

This is responsible supervisory, professional, and technical work in analysis, forecasting agency needs, planning, and operation of the communication center for the Consolidated Dispatch Agency. Work involves consulting with internal and external customers to gather operational information, for analysis of data, and provision of strategic objectives in areas such as process improvement, change management, call taking and dispatching performance, policy development and human resources utilization. Work is performed under the supervision of a higher-level administrator and is reviewed by observations, consultations, and written reports for achievement of the desired results.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Plans, organizes, directs, develops policy, and trains employees in operational activities in the Communications Center. Establishes new program/procedural enhancements to improve operational workflow. Coordinates communication activities with other sections and divisions in the department. Provides technical assistance as needed. Develops and improves the internal organization of the center; develops operational procedures and ensures needed personnel and equipment are obtained and effectively used. Serves as an advisor on public safety communications issues to sister agencies, coordinates efforts to expand and update programmed response dispatching procedures, updates emergency procedures and techniques. Conducts and attends meetings to improve operating techniques. Serves on various committees as needed. Prepares Communications Section budget. Directly supervises Shift Supervisor IIs to accomplish the goals of the unit. Initiates reviews, surveys, or studies of operational processes and procedures to identify and understand key issues that directly impact agency performance. Assists with the implementation of approved recommendations/solutions including developing new or enhancing existing systems and processes. Manages projects and programs. Provides assistance and guidance to department and user staff. Recommends the hire, transfer, advancement, grievance adjustment, discipline, and discharge of assigned staff. Conducts performance evaluations and recommends approval or disapproval of merit increases. Performs related work as required.

Other Important Duties

Handles complaints from citizens and other departmental personnel. Ensures that strong collaborative relationships are built between members within process improvement teams. Monitors communications operators and assists and provides guidance in emergency situations. Promotes a work environment that fosters personal and professional growth, builds trust, and encourages loyalty, openness of opinion, and a constant desire to improve how the work is accomplished. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Ability to understand the processes and procedures of the various work areas within the agency, including the work of law enforcement and firefighting personnel, and the equipment they use. Ability to conduct independent research, define results and apply findings to policy updates. Ability to react quickly and calmly in emergencies. Ability to plan, assign, supervise and review the work of a large staff of operators through subordinate supervisors. Ability to supervise personnel, manage resources, and conduct performance evaluations. Ability to conduct in-service training programs for communications section personnel in methods and procedures of receiving and transmitting public safety information. Ability to detect, analyze and correct malfunctions in communications equipment, systems and applications used in the provision of emergency and non-emergency communication services. Ability to develop programs/protocols to enhance workflow throughout the organization. Ability to facilitate and maintain effective working relationships as necessitated by the job. Ability to

missions and values. Ability to communicate clearly and concisely, both orally and in writing.

Minimum Training and Experience

Possession of an associate degree and six years of experience that include duties as a Communications Operator in a public safety answering point communications facility, or an equivalent combination of training and experience. Three years of the required experience must have been in a supervisory capacity for a public safety answering point facility with 25 or more employees.

Necessary Special Requirements

Possession of Florida Crime Information Center and National Crime Information Center Full Access certifications at the time of employment or must acquire within the first six months of employment. *

NOTE: Preference may be given to applicants with experience in Emergency Communications.

*Please note that FDLE requirements do not allow a person convicted of a felony or had felony adjudication withheld to receive these certifications.

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