

Town of Scituate Position Description

Position Title: Communications Manager -- Scituate Public Safety Communications Center

Statement of Duties

Under general direction, manages, directs, assigns, reviews and coordinates the day-to-day activities of Scituate Public Safety Communications Center including responsibility for the operation and effective functioning of the dispatch center. Ensures work quality and adherence to established policies and procedures and performs the more technical and complex tasks relative to being the administrative head of the Public Safety Communications Center. Performs all duties of Communications Specialist: receives processes and transmits requests for combined fire, police, emergency medical, animal control, marine and other department calls in high stress situations along with business calls received via telephone, radio, and in person. Answers emergency 911 calls and on-emergency and multi-digit phone line calls and monitors multi-channel base radios. Dispatches public safety and other town departments and appropriate personnel to calls for service while operating various telecommunications equipment and computer aided dispatch software. Performs all other related services as required.

Supervision

Appointed by the Town Administrator, functions under the general supervision, policies and directives of the Public Safety Communications Steering Committee. The Communications Manager insures the Center is meeting the communication needs of the police, fire, ALS, marine and animal control needs of the Town. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions. The employee works as instructed and consults with supervisor as needed on all matters not covered in the Center's guidelines or instructions. Considerable judgment and tact is required in answering inquiries and determining the correct course of action often under stressful, emergency conditions.

Employee supervises all full time and part-time dispatch personnel.

Job Environment

Work involves standardized tasks, operations and procedures, involving analysis and evaluation of each call for service to apply the appropriate response in accordance with the department's policy and procedures manual.

Employee is expected to use initiative in coping with unusual situations and circumstances and to resolve them. Employee, when exposed to stressful situations must exercise calm and professional behavior. Emergency or unusual situations are discussed with superior(s). Must take initiative in determining proper response to inquiries.

In response to emergencies, employee may be required to work various shifts including weekends and holidays and may be called to duty at any time.

Errors could result in delays or loss of service, personal injury/loss of life, injuries to other employees, adverse public relations, damages to building and/or equipment and legal/liability issues for the town.

Constant contact with the public. Other contacts are with the businesses and other agencies. Contact is usually through the telephone, in person, email, in writing, facsimile and by radio.

Employee may be required to work beyond the normal business hours at night and/or on weekends/holidays.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Supervises and directs the employees in the Center by establishing policies and procedures governing the operation of the Center. Assigns tasks and duties, establishes priorities, deadlines and work schedules; approves requests for vacation leave and other time off.

Participates in the selection of assigned staff; coordinates and directs training, assigns, reviews and evaluates work products, methods and procedures. Works with employees to correct deficiencies and insures all communication specialists meet training and certification requirements.

Responsible for completing, submitting, administering and managing all E-911 training grants. Insures proper certifications are in order and current for all full and part-time staff.

Responsible for the maintenance and updating of the Dispatch Manual for the Center.

Monitors departmental budget expenditures in accordance with town procedures. Assists chiefs in budget needs and annual goals and objectives for department. Makes recommendations for improved services and operations.

Works cooperatively with police and fire chiefs and their shift commanders.

Keeps the Public Safety Steering Committee informed of the activities and needs of the Center and provides fire and police chiefs with information that would have a material impact on operations of the Center.

Prepares reports, memoranda and other documents or actions as may be requested.

Insures compliance with all state or federal laws and regulations concerning the radio and telecommunications, facilities and services provided by the Center. Insures all licenses are in order.

Performs all Communications Specialist duties on a shift as required below:

Receives, interprets prioritizes and processes all calls for service over dispatch systems. Answers 911 calls, obtain information required for immediate and appropriate emergency response by police, fire EMS ALS, animal control, marine and other departments.

Operates and maintains on-line communications equipment, including multi-channel base radio, multi-line telephone console, multi-channel voice recording system.

Dispatches personnel, vehicles and equipment in accordance with protocols and department instructions.

Monitors the status of all police, fire, EMS, ALS, marine and animal control units.

Performs data entry and information retrieval for on duty units, street files, call back rosters, calls for service and others as developed.

Receives a variety of requests from the public for non-emergency departmental services, permits and resources forwarding to appropriate personnel.

Compiles a daily shift log of all calls received and dispatched in a detailed and accurate manner.

Notifies shift supervisor of all matters of importance or unusual occurrence requiring his/her attention.

Maintains all necessary emergency contact lists as required. Monitors radio, closed circuit television and burglar alarm panel. Monitors the interior and exterior of town facilities on security cameras for any security issues or threats. Operates dispatch center recording equipment as needed.

Prepare and types correspondence for agencies being served by the Center.

Maintains LEAPS data files, accurate and detailed records, logs and other pertinent information; prepares and types correspondence and memos; files reports and statistics as required.

Assist "walk-in" persons and refers them as required. Receives public inquiries and refers them to appropriate town agency.

Maintains knowledge of FCC rules and regulations applicable to radio broadcasts.

Assists callers utilizing Emergency Medical Dispatch (EMD) training.

Constantly monitors location and status of all on-duty and on-call public safety units.

Ensure all communications equipment is in working order and report equipment failures immediately to supervisor.

Recommended Minimum Qualifications:

Education and Experience

Bachelor's Degree in communications, public safety or related field or an Associate's Degree plus two years additional relative experience. Minimum four years of responsible public safety dispatch experience required. Any equivalent combination of education and experience.

Special Requirements

Certification in CPR

State 911 Basic Telecommunicator Certification

LEAPS Certification

EMD Certification Powerphone

Emergency Fire and Emergency Police Dispatch certifications

Annually training in recertifications

Knowledge, Ability and Skill

Knowledge:

Must have a full understanding of the rules and regulations of the Federal Communication Commission (FCC) as they pertain to the operation of a public safety communication center.

Operation of communications equipment and computer systems for department; good working knowledge of Police, Fire/EMS Department standard operating procedures. Working knowledge of business English, grammar and spelling. Must possess intricate and detailed technical knowledge of the geography of the town including the location of streets, buildings, parks, housing developments, nursing homes and other areas of the community.

Ability:

Retain communications information and to perform duties during emergency conditions and prolonged stress; record, maintain and process data into computer systems, and to initiate appropriate responses of all public safety/emergency service agencies; prioritize demands; communicate information in a clear, concise and logical order; extract pertinent information from citizens requiring emergency assistance and to provide this information to units/engines in the field for their protection and the protection of the public; provide emergency pre-arrival assistance or advise to aid caller in dealing with crisis; exercise sound judgment in evaluating

situations and in making decisions; follow verbal and written instructions; and complete data entry and record keeping functions using computer software/hardware. Must be able to receive and respond to information, and respond quickly/calmly in emergency situations. Ability to perform multiple tasks or requests for emergency service under stressful, life threatening, emergency conditions.

Skills:

Excellent oral, written and listening communication skills. Effective computer skills.

Physical and Mental Requirements

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Work is performed indoors. Noise exposure is moderate. Physical demands generally involve standing, stooping, or reaching with hands or arms up to one-third of the time; and sitting, talking or listening, distinguishing sounds, use of hands to finger, handle or feel objects more than two-thirds of the time. Force is seldom exerted beyond 10 pounds. The position has normal vision requirements. Ability to operate keyboard, sit at computer and dispatch equipment for long periods of time at efficient speed under stressful conditions. Ability to sit, speak clearly and distinctly, hear and observe monitors. Ability to work long hours, including nights. Ability to regularly work overtime if held over on a shift for more than eight hours a day. Equipment used includes computers, telephones, radio and video telecommunications and office machines.