

## **TELECOMMUNICATIONS MANAGER**

### **DEFINITION OF WORK**

Under general direction, employees in these positions perform supervisory, administrative, and responsible technical work for the County's Emergency Communications Center. Employees are responsible for managing daily operations of the Center, providing administrative support pertaining to the analysis, recording and reporting of Center operations, and performing emergency dispatching services. Work significantly impacts the safety of the general public and the responding agency personnel.

### **EXAMPLES OF WORK**

Employees in this classification manage communications staff through subordinate supervisors. Perform a variety of administrative duties associated with managing staff to include oversight of work schedules, interviewing and hiring new employees, assigning work to direct reports, ensuring professional development and training, establishing performance standards, evaluating work, and providing guidance, direction and discipline as necessary. May investigate the more complex complaints that were not handled at lower supervisory levels, which may include research of radio transmissions, emergency/non-emergency phone calls, procedural violations and personnel issues, and determines if procedures have been violated. In the event of a disaster or preparation of an emergency situation, assist in activation and operations of EOC Emergency Operations Center 24/7. Provide coverage for 911 center when needed 24/7. Manage effectiveness, accuracy and efficiency of Quality Assurance and Training Programs with 911 Communications. Determine if the programs are meeting goals and if modifications or enhancements are necessary to further support the operations of the 911 Communications Center. Provide 911 recordings for internal/external requests. Provide reports as needed to monitor service level metrics. Verify time sheets. Complete performance evaluations of employees under direct supervision. Manage and maintain 911 backup center by providing weekly tests. Provide recertification testing and maintain records for the SBI as a TAC. Provide 911 educational training for the schools and community. Recommend changes, maintain and update Standard Operating Procedures. Manage and maintain Computer Aided Dispatch (CAD) system and certain Pistol system data for multi-jurisdictions to include AVL Automatic Vehicle Locator, GIS Maps, Project Life Saver, Call Roster, Call Signs and Rotation Wrecker. Provide and maintain switch messages for multi-jurisdictions. Issue and maintain radio IDs for multi-jurisdictions. Manage and maintain 911 phone system and employee data contained in the State's Credentialing Information System (CIS). Perform related work as required.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience:**

Graduation from high school or GED and seven years of experience in emergency communications to include EMS, Fire and Law Enforcement dispatch training, and including two years of demonstrated leadership and supervisory experience; or an equivalent combination of education and experience.

**Knowledge, Skills, and Abilities:**

Considerable knowledge of the methods, procedures, and policies of Cumberland County as such pertains to the performance of the essential duties of Telecommunications Manager; principles and practices of managing emergency communications work; management practices to include managing staff and ensuring compliance with applicable policies and procedures, and analyzing tapes of dispatch calls; laws, ordinances, standards, and regulations pertaining to the essential duties and responsibilities of the position; knowledge of the organization of the Department, and of related departments and agencies; and occupational hazards and safety precautions required to perform the essential functions of the work. Ability to establish and maintain cooperative and effective working relationships.

**SPECIAL REQUIREMENTS**

Requires North Carolina Emergency Medical Dispatcher certification; National Academy of Emergency Medical Dispatch certification; National Academy of Emergency Medical, Fire and Police certification; National Academy of Emergency Medical Dispatch QA certification; National Academy of Emergency Police Dispatch QA certification; National Academy of Emergency Fire Dispatch QA certification; Emergency Telecommunicator Certification; Communications Training Officer certification; NC DCI certification; and NIMS 100, 200, 300, 700 and 800.

May be required to work rotating shift, to include weekends and holidays, during an emergency. Employee shall cover shifts in absence of staff when assigned. Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the county policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

**ADA REQUIREMENTS**

Requires the ability to perform coordinated movements needed to operate dispatch equipment and perform keyboarding work. Some tasks require the ability to perceive and discriminate sounds. Some tasks require oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

**PHYSICAL REQUIREMENTS**

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.