

EMERGENCY COMMUNICATIONS HEAD

NATURE OF WORK

This is responsible administrative and technical work supervising and coordinating the total operation of the Emergency Communication (911) Center and the City-wide communication system. This is a civilian position.

Work involves responsibility for planning, developing, implementing and coordinating emergency communication procedures to provide efficient and accurate emergency service dispatching of police, fire, and sheriff services as well as emergency medical and rural fire services. Work also involves responsibility for developing, implementing, directing and coordinating the City-wide radio communication system. Work also includes analyzing communication equipment and systems needs; ensuring proper maintenance of system components; ensuring adherence to Federal Communications Commission rules, regulations and licensing requirements; and preparing and administering the divisional budget. An employee in this class is expected to exercise considerable independent judgment in accordance with established policies and procedures. Work is performed under the general supervision of an administrative superior with work being reviewed in the form of the effectiveness of communications operations. Supervision is exercised over subordinate dispatching and technical employees.

EXAMPLES OF WORK PERFORMED

Plans, develops, implements and coordinates emergency communication policies and procedures to ensure accurate and efficient dispatching of emergency services to the general public.

Plans, develops, implements and coordinates the installation, operation, maintenance and repair of the City-wide radio communication system.

Meets and confers with user members and regional partners to review modifications in operational procedures, enhancements in communication equipment components and systems and to resolve any operating problems among the agencies served.

Supervises subordinate Emergency Service Dispatchers engaged in the dispatching of emergency services; supervises subordinate technical employees involved in the installation, maintenance and repair of the City-wide radio communication system; develops training programs to ensure employee proficiency; evaluates employee performance; staffs and schedules employees to meet mission requirements; interviews, hires, and disciplines employees.

Analyzes systems and equipment needs and recommends changes as deemed appropriate; supervises the development and administration of equipment maintenance contracts; reviews and evaluates proposals and bids for new equipment.

Ensures adherence to FCC rules, regulations and licensing requirements.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the principles of management and organization.

Considerable knowledge of communication systems (preferably 800 megahertz system) and component equipment.

Considerable knowledge of FCC rules, regulations and licensing requirements.

Considerable knowledge of the services provided by the Lincoln Police and Fire Departments, the Lancaster County Sheriff's Department and rural fire districts.

Considerable knowledge of the physical layout of Lincoln and Lancaster County.

Ability to plan, assign, supervise and evaluate the work of subordinate Emergency Service Dispatchers and technical employees.

Ability to develop training programs to ensure employee proficiency.

Ability to analyze communication systems and to evaluate component equipment.

Ability to coordinate operations and information between various governmental entities.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with subordinates, public safety and governmental officials and the general public.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in public or business administration or related field and two years of experience in a responsible administrative or managerial capacity; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

02/25

PS3161