

**MAJOR FUNCTION**

This is highly responsible, administrative and professional work providing leadership and directing the operations and resources dedicated to the combined fire, law enforcement, and medical emergency communications functions of the City of Tallahassee, Leon County, and Leon County Sheriff's Office. Reporting to the Consolidated Dispatch Agency Board comprised of the Tallahassee City Manager, Leon County Manager, and Leon County Sheriff, the incumbent is responsible for the effective and efficient management of the Consolidated Dispatch Agency, developing and implementing work and operational policies, managing the dedicated budget and serving as liaison between the Board and the member agencies. Work is performed with considerable independence and latitude and is reviewed through conferences, reports, and by results attained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**

Plans, develops, coordinates and directs staff in implementing directives of the Consolidated Dispatch Agency Board ("Board"). Manages the daily operations of the Consolidated Dispatch Agency ("Agency") to provide computer aided dispatch services for law enforcement, fire and emergency medical services. Directs the use of resources allocated to public safety communications for maximum return on investment. Serves as liaison between the Board and technical staff on technology issues. Develops and implements policies, procedures and protocols to accomplish the Agency's work plan objectives and ensures that the policies and procedures are reviewed and updated on a regular basis. Directs the improvement of management systems, processes, and measurement techniques to improve Agency operations and effectiveness. Develops short-range and long-range goals for the work unit. Establishes and maintains the operational integrity and response capability of the public safety communications system to meet existing and anticipated requirements. Directs the development and implementation of a long-range technology plan for the Agency. Plans, directs, manages, and/or coordinates the acquisition, design, operation, enhancement, and maintenance of information technology systems supporting the Agency, as needed. Prepares and monitors the unit's budget, and makes budgetary recommendations to the Board, as necessary, and controls budget expenditures of all Agency funds. Maintains an active liaison with local law enforcement and emergency service providers, as well as other applicable state, federal and local agencies to keep abreast of changes that may impact the Agency's operations. Establishes and maintains data management system(s) coordinated with law enforcement, fire, emergency medical services, participating telecommunications companies and system suppliers, as applicable. Directs the collection and reporting of data and other information, as required. Manages the development and execution of plans for system testing, employee training, and other essential operational and procedural activities. Plans, organizes, directs, and evaluates performance of assigned staff, providing coaching for performance improvement and development. Provides clear direction and supervision to direct reports. Recommends the hiring, transfer, promotion, grievance adjustment, discipline and discharge of employees. Investigates complaints from citizens and/or agencies regarding public safety communications. Maintains appropriate contacts with the media and public on the use of the public safety communications systems. Performs related work as required.

**Other Important Duties**

. Completes special projects and studies, serves on management teams and committees, and attends meetings. Attends Board meetings as needed.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of ordinances, laws, regulations, statutes, procedures and processes related to public safety (police, fire, and emergency medical) communications management. Knowledge of communications systems and the various aspects of system interfacing with other wired and wireless communications. Knowledge of principles, practices and techniques for public safety organizations including operations, budgeting, purchasing, project management, and public records management. Knowledge of contract management, accreditation and training requirements relevant to public safety communications. Considerable knowledge of City and County geography and street systems. Knowledge of local emergency plans and procedures. Considerable knowledge of the principles of supervision, training, and performance evaluation. Ability to follow direction provided by the governing board. Ability to effectively plan, develop, implement and administer a public safety communications program and the dedicated resources. Ability to conduct system analysis and evaluate operational and technical processes and procedures. Ability to communicate effectively, orally and in writing, and to maintain records and prepare reports. Ability to establish and maintain positive, proactive and professional working relationships as necessitated by the work. Ability to exercise tact and diplomacy when dealing with sensitive, complex and confidential situations. Ability to organize and set priorities, accurately assess and analyze situations, draw conclusions, make recommendations and offer alternative solutions. Ability to plan, organize, direct and coordinate activities of technical and professional staff. Skill in the use of personal computers and associated programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of a bachelor's degree and five years of professional work experience that includes emergency or public safety communications for law enforcement, fire and emergency medical services agencies, emergency management, emergency response management, or a closely related field; or an equivalent combination of training and experience. Three years of the required experience must have been in a managerial capacity.

**Necessary Special Requirements**

Must possess a valid Class E State driver's license at the time of appointment.

Position Requires on-call status in the event of an emergency or disaster within Leon County and may require work or travel outside of regular office hours.

Must successfully complete a fingerprint-based criminal history records check.

- Must complete CJIS Security Awareness Training within the first week of employment.

Established: 06-06-12

Revised: 10-30-17

11-28-18

01-01-20

05-15-25