



City of Lake Oswego, Oregon

Job Description

COMMUNICATIONS MANAGER

FLSA Status: Exempt

Union Representation: Non Represented

Salary Grade: 590

Job Code: 3065

Summary

Under general direction, supervises and directs the operation, personnel, and equipment within the Emergency Communications Center and Records Division. Responsible for planning, coordinating, evaluating, and administering all services provided by both the Communications and Records Divisions. Develops operating policies and procedures, maintains and coordinates management and administration of all police records including communication records.

Serves as City representative on local, regional and state committees and associations including responding to citizens' concerns and complaints. Incumbents are expected to be available after hours or in rotation with the Communications Operations Supervisor and/or qualified Shift Lead Communications Operators.

Essential Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

1. Supervises staff including prioritizing and developing work plans; evaluating staff performance; monitoring progress on reports and projects; establishing, interpreting and enforcing policies and procedures; making hiring and termination decisions; making pay rate change decisions and providing training and development for staff.
2. Ensures technical equipment is available and operational at all times including determining vendors, replacement schedules.
3. Oversees and maintains Center's records system including coordinating research documentation for audio and call printouts, court and user investigations and preparing paperwork for program and equipment improvements and upgrades.
4. Represents Lake Oswego Police in regional organizations in communications areas (Metro Area Joint CAD System, Clackamas 800 Radio Group, etc.)
5. Where dispatch systems are involved, assists Records in the coordination of crime data reporting to Regional, State, and Federal agencies.
6. Develops, implements and revises operational policies and procedures specific to the Emergency Communications Center. Ensures the Center is in strict compliance with departmental policies and state and federal laws and regulations.

7. Collaborates with the agency's Law Enforcement Data System (LEDS) representative to the State to help coordinate for supervised staff LEDS certification and re-certification processes for supervised employees, provide training, and participate in applicable audits.
8. Oversees Emergency Communications Center budget including determining and prioritizing resource needs, capital purchases and establishing programs, and monitors revenues and expenditures ensuring remain within the budget.
9. Develops intergovernmental service agreements for contract agencies that utilize dispatch communication and LEDS services.
10. Acts as a liaison between Emergency Communications Center with other departments, outside agencies, businesses and the general public, responds to complaints from constituents, and attends local, state and regional meetings ensuring the Center/City is represented on emergency issues.
11. Serves on agency command staff as Communications Center supervisor and may serve ICS role during EOC deployments.
12. Performs other duties of a similar nature or level.

Minimum Qualifications

Knowledge of:

- Management theories and principles.
- Budgeting theories and principles.
- General understanding of law enforcement records management systems.
- Principles and practices of police records retention and disposition.
- Emergency and medical dispatching standards and practices.
- Applicable laws governing public safety telecommunications in the State of Oregon.
- Communications Center reporting responsibilities to regulating agencies.
- Technical report writing.
- Problem resolution techniques in stressful situations.
- Emergency service equipment, e.g. radios, 911 telephony, recording equipment and computer dispatch systems.
- Personal computers and related software applications.

Skills and Abilities to:

- Oversee budgets.
- Track and recording expenditures.
- Write technical reports.
- Evaluate program effectiveness.
- Resolve conflicts using mediation techniques.
- Make presentations.
- Promote positive public relations.
- Use personal computers and related software applications.
- Use and troubleshooting problems with emergency service equipment, e.g. radios, recording equipment and computer dispatch systems.
- Utilize communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
- Provide good customer service.
- Complies with safety requirements of the position and actively promotes safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a bachelor’s degree in Public Administration or Business Administration and five years related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Must have experience in a Communications Center and knowledge of law enforcement records management services; retrieval, protection, retention and destruction of police records.

Licensing and Other Requirements:

Positions in this classification require the ability to possess and maintain a valid driver’s license and ability to meet the City’s driving standards.

At time of hire or within one year of employment, must possess and maintain the following Department of Public Safety Standards and Training (DPSST) or equivalent certificates:

- Basic, Intermediate, Advanced, Supervisory, and Management Telecommunicator certificates
- Basic Emergency Medical Dispatcher certificate
- Satisfactorily complete International Academies of Emergency Dispatch (IAED)

Physical and Mental Demands

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Department Director **Date**

Human Resources Director **Date**

Employee **Date**

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.