

COMMUNICATIONS ADMINISTRATOR

DEFINITION

Under general direction of the Operations Support Services Manager, plan, organize, direct and coordinate the police and fire communication center operations within the Police Department and implement policies and procedures that will maximize efficiency for calls for service.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished from the Communications Supervisor in that the latter performs full, first-line supervisory responsibilities including planning, assigning, and evaluating the work of subordinates and overseeing a program area within a work unit or department. It is further distinguished from the Operations Support Services Manager which has overall management responsibility over the Support Services Division within the Police Department.

SUPERVISION RECEIVED

Receives general direction from the Operations Support Services Manager.

SUPERVISION EXERCISED

Exercises direct and indirect supervision over supervisory, technical and administrative support staff.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Develops, implements and updates section goals, objectives, policies and procedures.

Plans, organizes and directs police and fire communications center activities including monitoring and analyzing shift reports relative to the dispatch function and overseeing investigations of complaints regarding police/fire communications operations.

Directs, oversees and participates in the development of work plans for the Operations Support Division; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.

Prepares the Communications Center's budget; assists in budget implementation; participates in the forecast of additional funds needed for staffing, equipment, materials, supplies, and services; administers the approved budget.

Researches and evaluates new legislation relative to the assigned area of responsibility.

ESSENTIAL DUTIES (continued)

Recommends the appointment of personnel; provides and/or coordinates staff training; conducts performance evaluations; implements discipline procedures as required; maintains discipline and high standards necessary for the efficient and professional operation of the department.

Oversees and manages the operations and activities of Communications Center; ensures both the Police and Fire Departments needs are met.

Researches, develops and implements Communications Center standards to meet The Commission on Accreditation for Law Enforcement Agencies (CALEA) requirements; coordinates audits for accreditation.

Plans, coordinates and conducts training and professional development of the Communications Center staff.

Manages the procurement and maintenance of Mobile Data Computer's, Net Books and public safety communication infrastructure and equipment.

Oversees the City's narrow banding efforts in compliance with the FCC's rules and regulations.

Serves as liaison between outside organizations and the City and to boards, councils and commissions as directed; prepares and presents staff reports and presentations at various City Council, commission, board, and other governmental meetings; drafts City Council documents; serves on various committees and task forces.

Assists in the development and implementation of new and current projects, including but not limited to East Bay Regional Communication's (EBRC) radio project.

Maintains communication with public safety personnel regarding Communications Center issues; attends line-ups, special operations briefings and inter-agency meetings and committees to ensure current information is available to the Communication Center.

Responds to emergency situations which may arise in the communications center during off-duty hours.

Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Performs related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Public safety emergency dispatching equipment procedures and practices.

City, county, state and federal law enforcement computer systems.  
JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued)

Knowledge of:

Correct English usage, spelling, punctuation, grammar and report writing.

Communications rules and regulations governing the operation of radio transmitting and receiving systems.

Police and Fire Department procedures, functions and reporting relationships.

Operation and procedures of fire and law enforcement offices.

Modern office management practices and methods, computer equipment and software.

Pertinent federal, state, and local laws, codes and general laws.

Principles and practices of leadership, motivation, team building and conflict resolution.

Principles and practices of supervision, training and personnel management.

Ability to:

Meet and deal effectively and courteously with the public.

Communicate clearly and concisely, both orally and in writing.

Keep records and prepare reports.

Plan, organize and supervise the work of others and to develop staff through formal and informal training sessions and materials.

Communicate effectively at all levels with the public, department and City staff.

Interpret and develop policies and procedures.

Carry forward several projects simultaneously, set priorities and makes sound decisions as circumstances require.

Prepare and monitor a budget.

Supervise, train and evaluate personnel.

Establish and maintain effective working relationships with those contacted in the course of work.

## EXPERIENCE AND EDUCATION

Any combination equivalent to experience and training that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the required knowledge and abilities would be:

Education: Equivalent to completion of the twelfth grade supplemented by college level coursework in supervision/management and general business. Education equivalent to an Associate of Arts degree in Administration of Justice, Business or Public Administration is highly desirable.

Experience: Three (3) years of supervisory experience in emergency dispatching comparable to that of a Communications Supervisor in the City of Hayward.

License or Certificate: Possession and maintenance of both a Basic POST Dispatch Course Certificate of Completion and a valid California Class C Driver's License.

## SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; to grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; walk, stand, crouch, reach, twist, turn, kneel, bend, squat, stoop and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and to small or large groups and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner; and safely drive to various locations throughout the City and County to travel to fulfill assigned duties. Essential functions must be performed with or without reasonable accommodations.

PROBATIONARY PERIOD: One (1) Year

773CS99

November 1998

Revised: May 2008

Revised: May 2012

AAP GROUP: 15

FPPC STATUS: Designated

FLSA STATUS: Exempt