

# CITY OF HELENA



**Position Title:** 911 Program Manager

**Department:** Police

**Division:** Support Services

**FLSA:** Non-Exempt

**Pay Grade:** 147

Regular Full-time     Regular Part-time     Temporary/Seasonal     On-Call

**Hours worked per week:** 40

**Daily Shift:** Typically M-F

**Work Schedule:**  Su    M    T    W    Th    Fr    Sat

**Incumbent Name:** \_\_\_\_\_

*The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.*

## **Job Purpose:**

The purpose of this position is to manage the programs and systems used in the Helena-Lewis & Clark County Communication Center. This is a non-union position.

**Essential Duties:** *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

## **Duty 1: Responsible for the research, development of programs used in the communication center**

40% Time

### Essential Tasks:

- ▶ Works with 911 Operations Manager, Public Safety Systems Administrator (PSSA), division commander, outside vendors, IT&S, and others to identify technology and equipment needs.
- ▶ In coordination with PSSA and 911 Operations Manager, develop, maintain, and manage a capital improvements program to acquire new equipment, update and replace current equipment, and manage system upgrades and maintenance.
- ▶ Ensures that maintenance and support contracts for communication center equipment are valid and updated.
- ▶ Identify, research, prepare and manage grants for equipment necessary for the continued operation of the communications center. Prepare and submit grant reporting requirements to fulfill and maintain grant requirements.
- ▶ Develops and submits statistical analysis of all 911/fire/EMS dispatch activity on a regular and as directed basis. Responds to other data and statistical requests as required.
- ▶ In conjunction with the 911 Operations Manager ensures maintenance and needs of the physical facility are addressed.

## **Duty 2: Completes administrative duties essential to the operations of the communications center**

35% Time

### Essential Tasks:

- ▶ Makes verbal and written reports as required to senior personnel of pertinent activities.
- ▶ Works with the 911 Operations Manager to develop and manage yearly budget for the communication center.
- ▶ In coordination with the 911 Operations Manager identifies training needs and schedule appropriate

training opportunities for PSCs.

- ▶ Receives, interprets, processes and responds to public information and discovery requests.
- ▶ Develops and sustains contingency plans for the center (phone reroutes, emergency generator, etc.) in the event of a local or regional emergency with the assistance of the 911 Operations Manager.
- ▶ Alongside the 911 Operations Manager, develops and maintains plans to operate a fully functional 911 back-up center.
- ▶ In collusion with the 911 Operations Manager, acts as a liaison between the police department and state representatives of the Public Safety Communications Bureau and the 911 Program Office.
- ▶ Together with the 911 Operations Manager manages and updates emergency notification systems county wide.
- ▶ Represents the police department on the Local Emergency Planning Committee (LEPC). Participates in and acts as point-of- contact in tabletop and practical training exercises.

### **Duty 3: Maintains policy and procedure for the communication center**

25% Time

#### Essential Tasks:

- ▶ Assist the 911 Operations Manager and division commander in the development and implementation of agency goals, objectives, policies, and procedures.
- ▶ Works with the PSSA on physical and virtual systems security requirements.
- ▶ In symbiosis with the 911 Operations Manager, develops a quality assurance program for evaluation of PSCs.

### **Essential Knowledge, Skills and Abilities Related to this Position:**

#### **Knowledge of:**

- Principles of personnel management, professional staff development, and customer service in a public safety environment.
- Computer aided dispatch (CAD) including back-up and remote systems, digital and analog radio system, digital/analog paging system, the phone system, and auxiliary programs used in the communication center.
- Radio transmission procedures and basic FCC rules and regulations governing operation of radio systems.
- Maintains knowledge and use of TDD telephone and other technology for the deaf as needed for the systems to continue to operate.
- Standardized emergency and non-emergency dispatch rules, procedures, operations, and supervisory principles and practices.
- Knowledge of contracts, grants, and procurement procedures.

#### **Skill or ability to:**

- Perform all duties of a Lead PSC as outlined in the Lead PSC position description.
- Perform the basic tasks of the 911 Operations Manager in their absence.
- Effectively communicate orally, in writing, in person, by telephone, radio, email, public forum, or media.
- Be highly organized and complete tasks and assignments on a specified schedule/deadline with little to no supervision.
- Effectively manage complex, rapidly developing, sustained, emergent situations.
- Ability to promote a diverse and respectful team environment and establish healthy working relationships with coworkers, supervisors, and diverse members from public safety agencies.
- Work variable hours, overtime and rotating days off as required.
- Perform other duties as assigned.

### **Physical Demands:**

The dispatch center has workstation consoles that each have numerous monitors and computers to include the radio and telephone systems. This can be a complex, multi-tasking environment where stress levels can quickly elevate. PSCs need to be able to hear, see, speak clearly, and use hands and fingers to input data quickly. Lead PSCs must operate radios and phones quickly and efficiently, and be able to physically access files. May be required to lift or move office chairs, boxes, or other office equipment.

**Safety:**

Performs all functions in the safest possible manner and according to policies and procedures. Report occupational injuries, illnesses and near misses immediately to their supervisor. Follow supervisor instructions for obtaining first aid and/or medical attention. Participate in accident investigations as requested by the supervisor. Participates fully with safety trainings and suggests improvements in safety training requirements to the supervisor. Identify unsafe work conditions and unsafe practices. Correct hazards and report them to the supervisor as appropriate.

**Minimum Qualifications (Education, Experience and Training):**

This position requires a minimum of high school graduation or equivalent, AND at least five years of PSC employment in an Emergency Communications Center (ECC). Three years of supervisory experience is preferred. The individual must be a certified communications training officer (CTO) and possess Intermediate Public Safety Communicator certification through Montana Public Safety Officer Standards & Training (POST).

This position is subject to Pre-employment, Random, Reasonable Suspicion and Post-Incident Drug & Alcohol testing.

**License or Certificate:**

- Must possess a valid driver’s license with acceptable driving record at the time of hire and have the ability to obtain a valid MT driver’s license within six months of hire
- Obtain CJIN/NCIC certification (State of Montana)
- Within one year of hire, obtain Advanced Public Safety Communicator certification w/ Montana POST
- CPR certification (American Heart Association approved)
- Emergency Medical Dispatch certification (EMD)

**Supervision Received:**

Directly supervised by the Support Services Division commander.

**Supervision Exercised:**

None. The only exception is when the 911 Program Manager undertakes the duties of 911 Operations Manager in their absence.

The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

**After reading this job description, as of this date would you require any accommodation to perform these duties?**

YES      or       NO

**Employee’s Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Supervisor’s Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_