

City of Salem
CLASS SPECIFICATION

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| CLASS. TITLE: | Communications Center Support Services Manager | CLASS CODE: 0390 |
| DEPARTMENT: | Police | FLSA: E |
| REPORTS TO: | Public Safety Communication Director | DATE: 7/1/2002 |

Job Summary:

Manages the support services section of the division including managing, planning for equipment and resources, payroll, payment of bills, purchasing and budgeting.

Essential Job Functions

(All functions may not be performed by all incumbents.)

1. Oversees the maintenance and operation of the technical systems including radio, telephone, computer and power systems, recording devices and related items. Confers with technicians and staff to ensure needs are being met.
2. Reviews and recommends maintenance agreements and arrangements and the disbursement of items to off site locations.
3. Plans for and coordinates the recruitment and hiring process for entry level personnel within the division. Includes meeting with division staff, processing personnel paperwork, coordinating testing, reviewing results with director and making recommendations on hire.
4. Oversees the work of subordinate staff and handles employee discipline, training and performance issues. Monitors workflow and project management.
5. Prepares performance appraisals for employees and discusses with employee.
6. Approves and monitors all billing and payments made through the division. Reviews printed billings and tracks for accuracy.
7. Oversees and approves all requests for purchases as they relate to inventory of equipment and supplies that are used in the division.
8. Develops annual budget for the division including assessing organizational needs.

Important Job Functions

1. Acts as project manager on purchases of large and small equipment or products. Assesses the need, recommends and oversees purchases, prepares RFP's and ensuring all purchasing guidelines are met.
2. Oversees the retention of records through monitoring of retention practices, use of information, access to and release of information.
3. Attends meetings and various training seminars and conferences as required.
4. Performs other duties as required by supervisor.

MATERIAL AND EQUIPMENT USED:

- Computer aided dispatch system
- Radio
- Desktop computer
- Calculator
- Miscellaneous office automation equipment, i.e. – fax, phone, copier, etc.

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MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Associate's degree from an accredited college or university in computer science, electronics or a related field; and,

Five (5) years of experience in a related field; or,

Any combination of education, experience and training which provides the required knowledge, skills, and abilities to perform the essential functions of the class.

License(s) and Certification(s):

- None required

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Design theory related to telephone systems, emergency radio communication systems, wireless 911 networks, computer aided dispatch systems, budgeting and personnel management.
- Computer equipment relating to public safety applications.
- Governmental funding, budgeting and purchasing procedures and contract design, implementation and completion.
- Basic principles and procedures relative to the operation of a 24 hour 911 center and of public safety call taking and dispatching
- Contemporary office practices and procedures and basic office software products.

Ability to:

- Produce proposals for complex budget requests and oversee multiple budget portions.
- Plan, organize and manage complex operations and systems for short and long term goals.
- Develop and maintain interpersonal relations.
- Communicate effectively verbally and in writing to a wide range of individuals.
- Work independently and make decisions with minimal supervision.
- Comprehend and apply concepts for enhancement and efficiency of department and general operations.
- Establish and maintain effective working relationships with individuals, coworkers, other agencies and the public.
- Maintain required work hours and attendance.

Physically able to:

- Sit, keyboard, write, hear and speak for extended periods.
- Stand frequently for extended periods.
- Bend, kneel, stoop or climb.
- Lift up to 50 pounds.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.