

**JOB DESCRIPTION  
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT  
EMPLOYMENT AND  
COMPENSATION DIVISION**

|                     |   |
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| Job Title           | <u>Assistant Director<br/>of Emergency Communications</u> |
| Sch.& Grade         | <u>PAT-11</u>   |
| Class Code          | <u>AB28</u>   |
| FLSA Status         | <u>Exempt</u>   |
| Bargain Unit Elig.  | <u>Not Eligible</u>                                       |
| Occupational Series | <u>Emergency Communications</u>                           |

**PRIMARY PURPOSE:**

Serves as principal assistant to the Director of Emergency Communications performing professional administration, operations and technical functions of the Emergency Communications Department.

**SUPERVISION:**

Under the general supervision of the Director of Emergency Communications; supervises other department personnel as assigned.

**DESCRIPTION OF WORK:**

**ESSENTIAL FUNCTIONS:**

1. Serves as principal assistant to the Director including overseeing, directing, and coordinating the development and execution of the department function of Emergency Communications.
2. Develop, review and insure the implementation of department policies and procedures.
3. Supervise the general operations of the department.
4. Assist in preparing the department budget and insuring the budgeted monies are properly disbursed.
5. Assist the Director in short/long range planning for the department.
6. Maintain a department training program including issuing training bulletins when appropriate; maintains training records and insures employees obtain and maintain MULES certification/re-certification
7. Analyzes and evaluates the Emergency Communications Department's overall performance to identify and recommend opportunities for system and operational improvements.
8. Coordinate and improve the wireless implementation process.
9. Investigate and address citizen's and agency complaints or inquiries when necessary. Acts as public education officer for the department.
10. Maintain, monitor and improve the quality assurance process.
11. Coordinate or act as a liaison with other agencies to improve services and extend information to agencies we serve.
12. Attend personnel matters that the shift supervisor cannot settle but not requiring the attention of the Director.
13. Hire, coach and evaluate employees for both technical and emergency call-taker and dispatching staff.
14. Adjust scheduling of personnel to provide optimum staffing based on the workload and oversee and approve any shift transfers.
15. Review electronic email received by the department and insure proper response.
16. Act as the department head in the Director's absence including presiding over meetings in the absence of the Director.

**IMPORTANT FUNCTIONS:**

1. Attends workshops, seminars, conferences, and other training for professional development purposes.

*Performs related work as required.*

**QUALIFICATIONS REQUIRED:**

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

**Knowledge**

Principles, procedures, and equipment involved in public safety communications; emergency assistance procedures; basic laws and procedures relating to police and fire field operations; principles of budgeting and expenditure monitoring; project management; knowledge of the design, concepts and operational capabilities of computer aided dispatch (CAD) equipment; 911 telephone and radio systems.

**Abilities**

Solve problems that impact the efficiency and effectiveness of the emergency communications center; interpret rules, regulations, policies and procedures to others; select, train and evaluate team members; accomplish tasks in a controlled and competent manner while working under stress; make sound independent decisions using all available information; communicate effectively both verbally and in writing; prepare clear, concise and understandable written documents; prepare and deliver effective presentations; follow oral and written instructions; present an overall professional image; prepare clear and comprehensive reports; model and promote acceptance and respect for differences among employees and citizens; performs effectively as a member of the team in carrying out the City’s stated mission and philosophy; perform the essential functions of the job without posing a direct threat to the health and safety of others.

**Experience, Education, and Training**

Graduation from an accredited college or university with a Bachelor’s degree in Computer Information Systems or Computer Science plus three years of experience; or a Bachelor’s degree in Business Administration, Industrial Technology, Engineering, or a related field, with a minimum of 12 hours of coursework in computer disciplines, plus three years of experience in either a computer field or program coordination. Directly related work experience in communications systems may be substituted for the education requirement on a year-for-year basis.

**Physical Requirements**

Performs bending, squatting, kneeling, sorting and reaching to both ground level and overhead; holds and grips objects; ability to disassemble and reassemble computer system components; operates a computer keyboard and/or mouse; must be able to hold and grip objects and wear a communications headset that will cover or fit within the canal of one ear; must be able to hear and understand spoken communications originating simultaneously from both the headset and other sources in the communications room.

**Working Environment**

Indoors with heating and cooling regulated in a general office environment.

**Licensing/Certification**

Must possess and maintain current certification for Missouri Uniform Law Enforcement System (MULES).

**Miscellaneous Requirements**

Must be able to work any assigned hours/shifts with varying days off. Subject to emergency call-in. Must successfully complete a background investigation; must not possess any felony convictions.; must pass pre-employment drug testing; must pass pre-employment hearing exam.

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| <b>Last Revision:</b> | February 8, 2012  | <b>GENERAL ORDINANCE NO.</b> 5188 |
| <b>Comments:</b>      | Updated Abilities | <b>Date:</b> June 3, 2002         |

**I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.**

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