

JOB DESCRIPTION  
**COMMUNICATIONS MANAGER, 911**  
POLICE DEPARTMENT



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

Human Resources Department  
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**GENERAL STATEMENT OF RESPONSIBILITIES**

Under general supervision, this position is responsible for assisting with the overall management of the Communications Division of the Police Department. Responsible for the management of both the 911 Center and the Alternate Dispatch Site facilities, equipment, and technical operations. Reports to the Communications Administrator-911.

**ESSENTIAL JOB FUNCTIONS**

Assists the 911 Communications Administrator in overall management of the 911 Center and related operations; coordinates daily operations, long term goals, and policy development. Responsible for the effective supervision and administration to include budget monitoring, diversity and staff development and training, succession planning, performance management, employee relations, prioritizing and assigning work and related activities.

Manages communications, facilities; computer and other technology resources for the Communication Division; serves as the database administrator for the center in conjunction with the IT Project Manager, designs response plans, manages the CAD (computer aided dispatch) deployment tables. Serves as the back-up system administrator and is responsible for maintenance issues with CAD. Serves as the PSAP (Public Safety Answering Point) Manager, assists with MSAG (Master Street Address Guide) and 911 Wireless Manager for the City.

Oversees the Communications Division's Strategic Management Plan and goal development; develops programs and procedures to analyze and evaluate operations to create strategies for optimum efficiency and effectiveness; oversees disaster preparedness. Serves as the division's Commission on Accreditation for Law Enforcement Agencies (CALEA) Accreditation Manager.

Assists the 911 Communications Administrator making recommendation for operational budget items, assists in preparing requests and justification for expenditures, prepares detailed and complex reports, briefings and presentations and needed in support of the division and department functions

Performs other duties as assigned.

**PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## REQUIRED KNOWLEDGE

- Emergency Communications Administration and Management - Extensive knowledge of a 24-hour emergency communication center including familiarity with public safety functions and concerns and of the public safety communication's environment, demands, requirements and related laws, regulations and systems.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Strategic Planning - Thorough knowledge of research and analysis methods and techniques; thorough knowledge of statistical analysis and forecasting techniques.
- Customer Service - Thorough knowledge of principles and processes for providing customer services. This includes meeting established quality standards.

## REQUIRED SKILLS

- Judgment and Decision Making - Uses logic and reasoning to analyze, understand, and evaluate complex situations. Identifies the strengths and weaknesses of alternative approaches or solutions, to a situation. Exercises appropriate judgment in establishing priorities. Considers the relative costs and benefits of potential actions.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees at all levels, representatives from various departments, and outside agencies. Effectively responds to and resolves complex inquiries and disputes.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

## REQUIRED ABILITIES

- Communication - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing. Ability to handle a variety of human resources issues with tact and diplomacy and in a confidential manner.
- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine and establish priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Accounting and Budgeting - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

## EDUCATION AND EXPERIENCE

Bachelor's Degree in Business Administration, Business Management, Communications or a related field, and 5-7 years of progressively responsible management experience with communications center management or a closely related field, with 3-5 years of supervisory experience or any equivalent combination of education and experience. PSAP Leader/Management through a professional Public Safety Corporation such as APCO desired.

## **ADDITIONAL REQUIREMENTS**

Requires a comprehensive background investigation to include a local, state and federal criminal history check; sex offender registry and credit check.

Requires satisfactory results from a medical, psychological evaluation and pre-employment substance abuse testing and is subject to random alcohol and controlled substance testing.

Required to obtain and maintain CPR, Emergency Medical Dispatch certification, and a Level A VCIN/NCIC Operator certification as a condition of employment.

CALEA (Commission on Accreditation for Law Enforcement Agencies) Manager Certification is desired.

## **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

## **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

## **ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.