



City of Richmond Emergency Communications Manager*

CLASS CODE	PE08C	SALARY	\$46.34 - \$77.38 Hourly \$3,706.92 - \$6,190.46 Biweekly \$8,031.67 - \$13,412.67 Monthly \$96,380.00 - \$160,952.00 Annually
ESTABLISHED DATE	January 04, 2019	REVISION DATE	January 04, 2019

Description

This class provides supervision to an emergency communications call-taking and dispatching function, overseeing operations including staff training, quality assurance, candidate recruiting, and complaint investigation. This position assists executive management with supervision and process improvement of the Emergency Communications Center.

Incumbents supervise paraprofessional and support staff including conducting performance evaluations, coordinating training, and implementing hiring, discipline, and termination procedures.

Supervision Exercised/Received:

- **Exercised:** This classification typically supervises other employees.
- **Received:** This classification typically reports to a manager.
- **Note:** Other reporting relationships may apply.

Example of Duties

TYPICAL CLASS ESSENTIAL DUTIES: These duties and percentage of time are a representative sample; position assignments may vary.

Typical Percentage of Time (none less than 10%)

1. Performs statistical and quality analysis; assists with the development of programs to analyze and evaluate operations and to create strategies for optimum efficiency and effectiveness of unit assigned. **45%**
2. Approves schedules and ensures staffing needs are met. **20%**
3. Participates in interdepartmental and external meetings pertaining to public safety agenda. **10%**
4. Reviews call takers' and dispatchers' calls; reviews for compliance with policy. **15%**
5. Administers training and development to unit assigned. **10%**

Qualifications, Special Certifications and Licenses

MINIMUM TRAINING AND EXPERIENCE:

- High School Diploma or GED
- Two years of advanced college education or specialized training
- Four years of emergency communications and dispatch experience in a fast-paced communication center
- An equivalent combination of training and experience (as approved by the department) may be used to meet the minimum qualifications of the classification

LICENSING, CERTIFICATIONS, and/or OTHER SPECIAL REQUIREMENTS:

- Must be VCIN/NCIC certified
- DCJS Certified

KNOWLEDGE, SKILLS, AND ABILITIES:

TYPICAL KNOWLEDGE, SKILLS, AND ABILITIES: These are a representative sample; position assignments may vary.

Knowledge (some combination of the following):

- Computer Aided Dispatch (CAD)
- Public safety practices and procedures
- State and Federal regulations governing radio transmissions and Computer Aided Dispatch
- E-911 computers
- Electronic databases and related software applications such as 800 MHz Radio System, Virginia Criminal Information Network, National Crime Information Center, and other database systems
- Emergency communications practice and procedures
- General knowledge of Police, Fire, and EMS
- Proficiency in Microsoft Office Suite
- Project management
- Electronic databases and related software applications such as 800 MHz Radio System, Virginia Criminal Information Network, National Crime Information Center, and other database systems

Skills (some combination of the following)

- Answering emergency, non-emergency, and administrative calls
- Assisting with writing policies and departmental directives
- Attending various meetings as needed
- Communicating with various internal and external departments
- Reviewing and recording timesheets, ensuring accuracy of such before submitting to payroll
- Investigating complaints
- Overseeing the quality assurance process and incident reviews
- Providing leadership to staff including coaching, guiding, and recommending discipline

Abilities (some combination of the following):

- Build interpersonal relationships

- Make sound judgments
- Make important decisions
- Demonstrated ability to lead and motivate staff

Supplemental Information

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the job. Prospective and current employees are invited to discuss accommodations.

ENVIRONMENTAL HAZARDS: Working conditions may include exposure to travel to other locations within the City of Richmond as well as outside of the City of Richmond; exposure to hazardous physical conditions such as mechanical parts, electrical currents, vibrations, etc.; atmospheric conditions such as fumes, odors, dusts, gases, and poor ventilation; inadequate lighting; intense noise; and environmental hazards such as disruptive people, imminent danger, and a threatening environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT: Due to the nature of work assignments, incumbents must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and under time constraint. The essential duties of this classification may require the ability to regularly finger, grasp, talk, hear, see, and perform repetitive motions; frequently stoop, crouch, reach, stand, walk, and feel; and occasionally climb, balance, kneel, crawl, push, pull, and lift. The working conditions may include environmental hazards. In terms of the physical strength to perform the essential duties, this classification is considered to be light work, exerting up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects.

* Internal use: HR Generalist to review.

General Information

FLSA Classification: Exempt

EEO Classification: Professional

Type of Service: Classified

Residency: Not Required

Classification Approved: January 2019

Job Specification Revised:

Revision Approved by:

NOTE:

The above class description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. The employee may perform other duties of a similar nature or level.