



TELECOMMUNICATIONS MANAGER JOB DESCRIPTION

Job Title: Telecommunications Manager

Job Code: CM100

Pay Grade: 26

Effective Date: October 2007

FLSA: Exempt

Revision Date: March 2016

NATURE OF WORK

Under general direction, plans, coordinates, and manages the operations and activities of the Lewis County E911 Center; develops and directs E911/radio projects; supervises E911, Telecommunications and Radio operations; and supervises assigned personnel.

ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Directs and coordinates the Division's day-to-day operations including E911, Telecommunications and Radio operations.
- Develops, implements, and administers E911 plans, programs, policies, and procedures; establishes Division goals, objectives, and priorities.
- Responsible for preparing annual budget for E911 Communications, Radio Services and Homeland Security, monitors budgets to stay with-in the budget.
- Preparation and coordination of calculation of user rate formulas.
- Performs technical project account audits, and prepares complex statistical and analytical reports as required.
- Responsible for accurate accounting for the financial operation of the division, including billing for services, ER&R, and billing formula development.
- Prepares grant applications, monitors awarded grants and prepares grant progress reports.
- Develops policy and procedures for the Communications Center.
- Responsible for hiring, progressive discipline, and all other personnel matters relating to the Communications Center and Radio Services.
- Represent the Communications Center at community, county, state and other meetings.
- Serves on numerous boards and committees for Communications Center, State E911 Office and Lewis County Homeland Security.
- Assigns staff to job assignments as needed, and reviews work to ensure accuracy completeness.
- Reviews and recommends modifications to computer-aided dispatch systems.
- Establishes effective work relationships with county agencies, law enforcement and fire organizations and other agencies.
- Deal with complaints from citizens, clients and other agencies concerning the communications Center and Radio Services.
- Run the day-to-day operations of the Communications Center.
- Responsible for the coordination with other E911 Centers for emergency contingency backup, coordination with the software, radio, telephone and computer operating system providers.
- Manages and coordinates use of county radio communications infrastructure, including long and short term planning. Oversees repair and replacement of existing equipment, purchase and installation of updated

systems. Plans capital expenditures to support the system which includes county, city and fire frequencies and their backups, including 13 remote radio sites throughout the county.

- Manages repair, maintenance and replacement of E911 radio and telephone equipment in the center, including associated consoles and software.
- Serves as the County Representative to the State 911 Advisory Committee. Serves as point of contact between State 911 office and County; attends and participates in-state called meetings.
- Tracks all financial and operational activities; ensures the County 911 plan is executed; stays current with 911 technology; provides state requested information and reports.
- Represents the Center in both criminal and court cases requiring expert witness testimony about 911 Center operations and 24-hour recording procedures and serves as Custodian of Records.
- Coordinates with the Communications Advisory Committee for development of standardized dispatch procedures. Develops and implements policy changes as needed, maintains current operating procedures and insures adherence by the Communications employees.
- Meets with committees composed of representatives from fire and police departments, public and other interested groups to develop, review and update policies and procedures for the dispatch center.
- Prepares and maintains a variety of departmental records, reports, and documentation.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in a standard office environment and in and around County facilities; subject to sitting, standing, walking, bending, reaching, and lifting of objects up to 25 pounds.

EMPLOYMENT STANDARDS:

Bachelor's degree in Business Management, Public Administration, Criminal Justice, or related field, plus a minimum of three (3) years in Public Safety Dispatching or Emergency Services; or any equivalent combination of six (6) years of experience and training that provides the required knowledge, skills, and abilities to perform the essential functions.

Valid driver's license. Successful completion of a pre-employment criminal history background investigation. Psychological examination if requested.

KNOWLEDGE AND SKILLS:

Knowledge of:

- County policies and procedures
- Principles and practices of E911, Radio, and Homeland Security
- E911, Radio, & Homeland Security operations, policies, and procedures
- Regulations and standards governing the E911, Radio, & Homeland Security operations
- Processes for developing and administering budgets
- Supervisory principles, practices, and methods

Skills in:

- Managing and coordinating the operations and activities of the County's 911 center
- Facilitating the delivery of high quality 911 services to the community and user groups
- Establishing and maintaining effective working relationships with staff, County departments, contractors, vendors, service providers, outside agencies, community groups, and the general public
- Communicating effectively verbally and in writing
- Developing and administering budgets and monitoring departmental expenditure
- Supervising, leading, and delegating tasks and authority