

PUBLIC SAFETY COMMUNICATIONS MANAGER

POSITION SUMMARY

Incumbent is a City of Dickinson Police Department employee whose work is performed under the direct supervision and administration of the Police Support Services Division Lieutenant. Incumbent serves as the primary manager and coordinator of the Public Safety Communications Center, responsible for oversight and management of daily operations, equipment, technology, personnel, and general performance of the communications center and staff; Facilitates seamless inter-agency coordination between law enforcement, fire, and EMS to ensure all emergency communications align with established policies, procedures and industry best practices. Position requires the ability to work extended, rotating, and irregular hours and to make sound, independent decisions in a fast-paced, high-stress environment where accuracy and judgment are critical.

Essential Duties:

- Supervises communications staff. Assigns personnel appropriately and efficiently to staff the dispatch center.
- Investigates complaints and responds with findings or forwards to appropriate authority.
- Oversees Quality Assurance (QA) initiatives.
- Maintain, update, and/or generate protocols and policies affecting the operations of the dispatch center.
- Ensure staff certifications and credentials remain current and active
- Serve as a department Terminal Agency Coordinator (TAC) for NCIC and CJIS access.
- Assists staff in receiving and responding to emergency and non-emergency calls for service or otherwise performing the same duties as a Public Safety Telecommunicator I on an as-needed basis.
- Coordinates and conducts staff training programs to include new-hire onboarding.
- Coordinates and conducts staff meetings with subordinates.
- Facilitates and participates in the selection process for new dispatch employees.
- Conducts performance evaluations and sets goals for dispatchers to succeed, develop, and grow in their positions.
- Coordinates communication center response to emergencies and non-emergencies with other departments and agencies.
- Creates statistical reports as required and maintains inventories of office equipment.
- Monitors computer software applications and upgrades.
- Facilitates and participates in staff and command meetings which includes; working on programs, committees and special projects as assigned.
- Ensures that accurate information is broadcast to Public Safety and emergency response personnel.
- Identifies issues and implements basic corrective actions and/or communicates with management and/or Human Resources as appropriate.
- Encourages teamwork and fosters a positive workplace environment by monitoring mental health and promoting a culture of positivity.
- Responds to law enforcement requests for information, monitors several public safety authorities

to coordinate dispatching of services between two or more agencies.

- Ensures technical equipment is properly maintained, regularly serviced and fully functional.
- Works closely with Stark County Emergency Management and other participating agencies.
- Performs other duties of a similar nature and level as required or assigned.

Knowledge, Skills, and Abilities:

- Familiarity with highways, city streets, major buildings and geography of Stark County and those serviced by the department;
- Customer service techniques and phone etiquette;
- Principles and practices of effective staff supervision and motivation;
- Effective interpersonal communication methods and techniques, including conflict resolution and general mediation techniques;
- Knowledge of policies, procedures, regulations, principles, and applications in area of assignment;
- Knowledge of emergency response procedures, techniques and methods;
- Knowledge of policies and procedures for filling overtime, proper notification for equipment failures or after hour call outs for radio, computer or phone problems.
- Ability to use a variety of office equipment and related applications;
- Ability to transmitting complex, detailed information via two-way radio and telephone;
- Effective oral and written communication skills.
- Knowledge of policies and procedures regarding the operation of Public Safety radio communications;
- Ability to organize and prioritize multiple activities under severe time constraints.

SKILLS

Education and Experience (position requirements at entry):

- Associates Degree in related area, Bachelor Degree preferred.
- Three to five years of progressively responsible (communication) dispatching experience in a comparable public safety dispatch center.
- Two or more years' experience or other qualifications that demonstrate strong decision making skills, excellent interpersonal communication and conflict resolution skills with an ability to successfully supervise, motivate, correct, train and evaluated assigned staff.
- Or an equivalent combination of education, training and experience sufficient to successfully perform the essential duties of the job.

Special Requirements (at entry):

- Valid Driver's License
- Pre-Employment Hearing Screening
- Pre-Employment Drug and Alcohol Test Screening
- Able to pass NCIC and CJIS background checks

Special Requirements (tiered):

- First Aid/CPR certification (within 1-year of employment)
- APCO PST I certification (within 1-year of employment)
- EMD certification (within 1-year of employment)
- NCIC certification (within 1-year of employment)
- NCIC Instructor (within 3-years of employment)

- APCO Instructor Certification (within 3-years employment)
- **Certifications are required to be achieved and maintained.

WORKING CONDITIONS

Environment:

- Positions in this class typically require: sitting, reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.
- Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
- Sit or stand in one place for long periods of time.
- Works in a field which deals with high-stress emergency situations and critical incidents requiring communication with individuals who may be seriously injured, scared, suicidal, dying or otherwise physically, mentally or emotionally impaired.
- Subject to emergency re-call and unscheduled shift coverage.
- Requires shift work on an as-needed basis.

Classification: Grade G-17

FLSA: Exempt

CSC Approved Revisions: 3/26/01, 6/04/04, 1/24/05

Updated and Civil Service Approved on 04/23/07, 04/18/08

Updated to New Format: 7/15/14

Approved by Civil Service Commission: 7/24/14

Updated by Chief Dassinger: 3/27/19. Classification updated by HR Torgerson to align with the new pay scale, effective June 23, 2025. By Chief Cianni, HR Nameniuk, updated and changed title to PS Communications Manager 3/24/26.