

City of Rehoboth Beach, Delaware

Job Description

Classification Title	Emergency Communications Manager
Job Code	3000
FLSA Status	Exempt
Pay Grade	112

GENERAL POSITION SUMMARY

This position is responsible for the overall management and administration of personnel, radio, telephone, and other emergency communications systems of the Rehoboth Beach 911 Communications Center under the direction of the Chief of Police.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Manages all projects dealing with the delivery of emergency telecommunications products and services to the City of Rehoboth Beach and jurisdiction of the Rehoboth Beach Volunteer Fire Company.
- Provides expert technical and operational advice, consultation, and management regarding acquisition, installation, and operation of emergency telecommunications equipment.
- Oversee recruiting, training, continuing education, and development of all Communications Specialists, and the Rehoboth Beach 9-1-1 Communications Center training program.
- Develops long-term agency plans for application of emergency telecommunications technology ensuring compliance with agency policies and budgetary goals.
- Performs the duties of a dispatcher as required by schedule coverage needs.
- Plans for and maintains the agency's accreditation as an Accredited Center of Excellence through the International Academy of Emergency Dispatch.
- Acts as an ED-Q for the Emergency Police, Fire, and Medical Dispatch system.
- Oversee the Quality Assurance Unit to maintain call accuracy and compliance.
- Evaluates the performance of assigned employees in compliance with the Performance Evaluation program.
- Prepares reports and summaries of programs and projects.
- Responsible for overseeing the scheduling of all subordinates to maintain adequate coverage.
- Prepares and maintains the 911 Communications Center budget and budget records.

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- Attends and participates in various statewide PSAP, TAC Liaison, and other meetings.

MINIMUM ENTRANCE QUALIFICATIONS

Education and Experience

- A high school diploma (or GED equivalent)
- Minimum of nine (9) complete continuous years of service at the Rehoboth Beach 9-1-1 Communications Center or nine (9) years of comparable emergency communications experience. This must include the satisfactory completion of at least two (2) years of supervisory experience.
- Certified Training Officer (CTO)
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge and abilities.

Licenses or Certifications

- Must possess certification in or able to obtain:
 - Emergency Medical Dispatch – EMD, Emergency Fire Dispatch – EFD, and Emergency Police Dispatch – EPD
 - EMD-Q, EFD-Q, and EPD-Q
 - CPR/AED; National Accreditation-Medical
 - National Crime Information Center – NCIC
 - Delaware Criminal Justice Information System – DELJIS
 - Incident Command System – ICS 100, 200, 300, and 700
- Possession of a standard driver's license

OTHER JOB REQUIREMENTS

- Maintain CPR/AED, NCIC, DELJIS and Incident Command System – ICS 100, 200, and 700 certifications.
- Maintain certifications as Q for EMD, EFD, and EPD.
- Ability to operate a computer, motor vehicles, phone system and fax.
- Occasionally work overtime.

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- This position shall be appointed by the Chief of Police with the approval of the City Manager after interviews with each eligible candidate submitting a detailed resume, to include a letter of intent, outlining at minimum their education background, all supervisory work experience, and all supervisory training attended. The details of the resume will be considered during the selection process. Candidates possessing a bachelor's degree are preferred for this position.

COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- Departmental procedures, methods, and practices.
- Knowledge of agency needs and budgetary constraints.
- Geographic layout of jurisdictional boundaries, landmarks, public buildings, waterways, and resources available to determine the location of incidents in the City of Rehoboth Beach and surrounding jurisdictions.
- Police radio codes and computer codes and formats.
- Common safety rules, regulations, procedures, and practices to include first aid and CPR/AED.
- Knowledge of the theory, components, configuration, and operation of radio, telephone, and data telecommunications systems including local and wide area networks.
- Knowledge of the agency's policies and procedures including communications operations during a disaster or special response.
- Knowledge of state and federal rules and regulations, policies and procedures in the field of telecommunications.
- Knowledge of the rules, policies, customs, and practices of the Federal Communications Commission (FCC).
- The training program and methods of teaching for the Rehoboth Beach 9-1-1 Communications Center.

Skill in:

- Written and verbal communication.
- Developing budgetary proposals.
- Performing a variety of duties, often changing from one task to another of a different nature

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- Decision making using good judgment and resolving complex inquires and disputes.
- Tact and courtesy
- Negotiation
- Computer software programs
- Customer services, including meeting established quality standards.
- Supervising, motivating, and developing skills and competencies of Communications Specialists.

Ability to:

- Use logic and reasoning to identify potential solutions, conclusions, or approaches to problems.
- Plan and organize daily work routine and establish priorities for the completion of work.
- Write clear, concise, informative reports.
- Develop and maintain cooperative and professional relationships with employees, Chief of Police, and representatives from other departments and organizations.
- Share knowledge with staff for mutual and departmental benefit.
- Ability to represent the Rehoboth Beach Police Department and City of Rehoboth in a capable manner at telecommunication seminars, conferences and committee meetings.
- Ability to establish and maintain effective business relationships.

WORK ENVIRONMENT/CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Office or similar indoor environment			X
Outdoor environment	X		
Street environment (near moving traffic)	X		
Construction site	X		

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Clinical health care environment	X		
In the community (homes, businesses, etc.)	X		
Warehouse environment	X		
Shop environment	X		
Detention center or correctional facility	X		
Exposures	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Individuals who are rude or irate			X
Individuals with known violent backgrounds	X		
Communicable diseases	X		
Bodily fluids (blood, urine, etc.)	X		
Infectious waste	X		
Extreme cold (<i>below 32 degrees</i>)	X		
Extreme heat (<i>above 100 degrees</i>)	X		
Moving mechanical parts	X		
Risk of electrical shock	X		
Vibration	X		
Fumes or airborne particles	X		
Toxic or caustic chemicals, substances waste	X		
Loud noises (<i>85+ decibels</i>)	X		

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The position is generally *sedentary*. Employees sit most of the time but may walk or stand for brief periods of time. Requires the ability to exert light physical effort in sedentary to light work.

The position requires the ability to see in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment.

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The position requires the ability to hear in the normal audio range with or without correction.

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