



## City of Kingman, Arizona

**Classification:** Communications Administrator  
**Department:** Fire  
**Accountable To:** Assistant Fire Chief / Battalion Chief  
**Created/Revised Date:** June 2015  
**FLSA Status:** Non-Exempt **Salary Grade:** 218 **Band:** D **EEO4:** 2

### GENERAL DESCRIPTION OF POSITION

Plans, directs, supervises and evaluates all aspects of operations of the Communications Center. Acts as liaison between Communications Center, Kingman Police Department, Kingman Fire Department, contracted Fire Districts and other law enforcement and fire agencies.

### SUPERVISION RECEIVED

Work is performed independently under the guidance and direction of the assigned Assistant Fire Chief / Battalion Chief.

### SUPERVISION EXERCISED

Supervision is exercised directly over a subordinate staff of communications specialist – crew leaders, communications specialists and other assigned personnel.

**ESSENTIAL DUTIES & RESPONSIBILITIES** Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it.

- Supervises Communication Center staff by directing, monitoring, and evaluating work performance; maintaining personnel records; addressing correction/disciplinary matters; and providing staffing, scheduling and training for all staff. Prepares and maintains personnel schedules to ensure adequate staffing to provide response level in accordance with standards for a 24/7 operation.
- Manages all equipment/technology issues of the Communications Center by maintaining wide knowledge base; ensuring uninterrupted service of 911/phone equipment, radio equipment, computer based systems, and recording equipment; providing basic troubleshooting and maintenance; and researching/developing new systems to improve public safety services.
- Develops and maintains an effective training program for newly hired/placed personnel, ensuring effective provision of training for personnel to obtain proficiency to function appropriately as a communications specialist. Evaluates and identifies issues and problem areas to insuring on-going effectiveness of training program to secure and maintain the retention of personnel. Evaluates personnel and ensures appropriate training avenues for continued success or to enhance and/or address problematic areas of their skill sets. Ensures training of all center personnel meets or exceeds mandated standards by overseeing the division training program, submitting proper paperwork, and seeking cost effective alternatives in training.
- In consultation with Assistant Fire Chief / Battalion Chief, manages annual Communication Center budget by conducting research on budgetary needs, justifying requested funds, tracking and documenting all expenditures, and arranging for payment of invoices.
- Oversees and ensures agency System Security for the Arizona Criminal Justice System network through a designee that security of all criminal information records are appropriately maintained, ensuring all personnel with access have passed the required screenings, and training is provided to those with access to the system.
- Acts as a liaison between the department and numerous organizations and agencies by maintaining influential status and preparing presentations and reports.

- Supports center policy development and compliance by ensuring policies are updated and distributed and conducting reviews of new and changed policies.
- Assists in the recruiting of personnel by overseeing and evaluating the hiring process of center personnel; reviewing examinations and interview questions and making recommendations for placement.
- Maintains the skills and certifications necessary to function as a Communications Specialist by staying current on laws and codes, operating various center equipment and continuing operational proficiency as a Communications Specialist to assist as necessary, particularly in emergency or as needed basis.
- Provides leadership and direction in the development of short and long range plans; gathers, interprets, and prepares data for studies, reports and recommendations; coordinates department activities with other departments and agencies as needed.
- Ensures and oversees compliance with all federal, state and local rules and regulations pertaining to the communications center and its responsibilities, including preparation of compliance reports and records;
- Supervises the control and use of, and assumes responsibility for all materials, supplies and equipment used for all communications center functions. Monitors the use and care of equipment.
- Requisitions needed supplies for the department and maintains a variety of records relating to personnel, equipment and supplies.
- Responds to complaints and makes necessary arrangements to resolve any problems as needed.
- Prepares bid specifications on replacement equipment.
- Maintains regular attendance and punctuality.
- Maintains confidentiality of work-related information.
- Works in a safe manner and reports unsafe activity and conditions.
- This position is subject emergency recall during non-working hours due to staff shortage, to interact with staff on various shifts and/or operational needs.

## **PERIPHERAL DUTIES**

- Serves on committees and attends and participates in meetings, trainings, and community events as a representative of the department as assigned.
- Performs other duties as assigned.

## **DESIRED MINIMUM QUALIFICATIONS:**

### **Education and experience:**

- College degree (Bachelor's degree preferred) in Criminal Justice, Emergency Management, Fire Science, Business Administration, Organizational Management or closely related field.
- Three to five (3-5) years of management experience preferably related to Police, Fire or emergency dispatching.
- Any equivalent combination of education, experience, and training which provides the knowledge, skills and abilities necessary to perform the work.

### **Necessary Knowledge, Skills and Abilities:**

**Knowledge:** Thorough knowledge of principles, practices, protocols, methods and equipment applicable to modern public safety dispatching and effective management/supervision of personnel; Thorough knowledge of applicable policies, laws, and regulations affecting public safety dispatching; Considerable knowledge of emergency medical dispatching and administrative practices and procedures; Considerable knowledge of the principles and practices of the Arizona Criminal Justice Information System (ACJIS), Considerable knowledge of the radio code systems used by Police/Fire Departments; Knowledge of applicable principles, procedures and practices of emergency dispatching of Police and Fire; Knowledge of the operation of two-way radio, computer aided dispatch, E-911 phone systems, TDD, CAD and mapping systems, call loggers and playback recorders; Knowledge of the State of Arizona 9-1-1 system.

**Skills:** Skill in operating the listed tools and equipment; Reading maps, using computer keyboard, typing and maintaining electronic files and records; Simultaneously interacting with people from varying agencies, assessing situations and acting in accordance with the level of urgency; skill in remaining calm and composed during emergencies.

**Abilities:** Ability to communicate effectively, orally and in writing, with employees, other departments, other stakeholders, other governmental and public safety agency representatives, City officials and the general public; Conduct necessary research and compile comprehensive reports; Effectively supervise, evaluate, train and motivate employees and develop/maintain a positive working relationship in work environment and with employees; Organize and direct the work of employees performing varied operations connected with police and fire activities and developing proper training and instructional procedures for those employees; Multi-task, organize, prioritize and adapt to constantly changing situations while taking appropriate action; ability to maintain regular attendance and recognize attendance as an essential function of this job to ensure continuity.

## **SPECIAL REQUIREMENTS**

- Must successfully complete a police background examination, polygraph and psychological testing.
- Possess a valid State driver's license or have the ability to obtain one prior to employment.
- Be TOC certified upon hire
- Must be able to adjust work schedule (hours and days of week) to ensure appropriate management of center as need arises and to accommodate personnel working in a 24/7 operation.

## **WORK ENVIRONMENT**

The work environment characteristics attached to the job description 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. See Physical Demands.

### **Expected Behavior/Quality of Services:**

Excellence is the responsibility of everyone at the City of Kingman. We lead by our core values in constant pursuit of excellence:

**Commitment** – Dedicate oneself to consistent and excellent public service.

**Innovation** – Implement unique, creative and cost-effective solutions.

**Communication** – Communicate in a positive, honest and productive manner.

**Integrity** – Adherence to high ethical standards.

**Diversity** – Promote inclusiveness and impartiality throughout the organization.

**Personal Responsibility** – Take initiative to achieve excellence and accept accountability, uphold confidentiality, know when to report indiscretions and inappropriate actions even when it may be uncomfortable to do so, take responsibility for your work environment.

**Respect** – Demonstrate a high regard for others, support each other.

**Teamwork** – Promote and encourage cooperative efforts, open communication and trust, encourage positive feedback.

**All City employees are expected to conduct themselves consistent and in support with the above values.**

## **SELECTION GUIDELINES:**

Submittal/review of employment applications, screening/rating of application in relation to training and experience to job description and overall presentation and job history/stability, oral interview, reference and background check. Supplemental job related tests may be required.

## **DISCLAIMER:**

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of

personnel in this position. This job description is subject to change as the needs and requirements of the position changes.

**EMPLOYEE SIGN OFF:**

I have read through the job description and have a good understanding of the requirements for my performance in this position and find it to be an accurate description of the demands of this position. I acknowledge it is incumbent upon me to seek clarification from my supervisor/manager for any questions I may have regarding the requirement/responsibilities of my position. I also acknowledge that I can fulfill the essential functions of my position. Should I need to seek reasonable accommodations, I acknowledge I will contact my supervisor/manager or Human Resources to pursue options.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_