

MAJOR FUNCTION

This position involves responsible supervisory, professional, and technical work related to the analysis, forecasting of agency needs, and planning and operation of the communications center for the Consolidated Dispatch Agency. The work includes consulting with internal and external stakeholders to gather operational information; analyzing data; and developing strategic objectives in areas such as process improvement, change management, call-taking and dispatch performance, policy development, and human resources utilization. Work is performed under the general supervision of a higher-level administrator and is evaluated through observation, consultation, and review of written reports to ensure achievement of established goals and desired results.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Plans, organizes, directs, develops policy, and oversees training related to operational activities within the Communications Center. Establishes and implements new programs and procedural enhancements to improve operational efficiency and workflow. Coordinates communications activities with other sections and divisions within the department and provides technical assistance as needed.

Develops and enhances the internal organization of the Communications Center; establishes and updates operational procedures; and ensures that appropriate personnel and equipment are acquired and effectively utilized. Serves as an advisor to partner agencies on public safety communications issues and coordinates efforts to expand, modernize, and standardize dispatching procedures and techniques. Conducts and participates in meetings to improve operational practices and serves on various committees as required.

Prepares and manages the Communications Section budget. Directly supervises Shift Commanders to ensure the achievement of unit goals and objectives. Oversees all agency training programs, including accreditation-related requirements, and directly supervises Training and Professional Development Specialists.

Initiates and oversees reviews, surveys, and studies of operational processes and procedures to identify issues impacting agency performance. Assists with the implementation of approved recommendations, including the development or enhancement of systems and processes. Manages assigned projects and programs and provides guidance and support to department leadership and user staff.

Recommends the hiring, transfer, promotion, discipline, grievance resolution, and termination of assigned staff. Conducts performance evaluations and recommends approval or disapproval of merit increases. Performs related work as required.

Other Important Duties

Handles complaints from citizens and departmental personnel, ensuring timely and appropriate resolution. Establishes and maintains strong collaborative relationships both internally and with external partner agencies, fostering effective teamwork and communication. Monitors communications operators and provides guidance and assistance during emergency situations. Promotes a work environment that encourages personal and professional growth, builds trust, supports open dialogue, and fosters continuous improvement in operational processes.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Demonstrates a comprehensive understanding of the processes and procedures of various work areas within the agency, including the operations of law enforcement and firefighting personnel

and the equipment they use. Possesses the ability to conduct independent research, analyze results, and apply findings to policy development and updates. Reacts quickly, calmly, and effectively in emergency situations. Capable of planning, assigning, supervising, and reviewing the work of a large staff of communications operators through subordinate supervisors. Skilled in supervising personnel, managing resources, and conducting performance evaluations. Able to design and deliver in-service training programs for communications personnel in methods and procedures for receiving and transmitting public safety information. Proficient in detecting, analyzing, and correcting malfunctions in communications equipment, systems, and applications used for emergency and non-emergency communications. Demonstrates the ability to develop programs and protocols to enhance workflow and operational efficiency throughout the organization. Maintains effective working relationships with internal staff, partner agencies, and the public, and understands, promotes, and models the Agency's mission, values, and organizational goals.

Demonstrates the ability to communicate clearly and concisely, both orally and in writing, ensuring that information is accurately conveyed to staff, partner agencies, and the public.

Minimum Training and Experience

Possession of an associate degree and six years of experience that include duties as a Communications Operator in a public safety answering point communications facility, or an equivalent combination of training and experience. Three years of the required experience must have been in a supervisory capacity for a public safety answering point facility with 25 or more employees.

Necessary Special Requirements

Must successfully complete a fingerprint-based criminal history records check.

Possession of Florida Crime Information Center and National Crime Information Center Full Access certifications at the time of employment or must acquire within the first week of employment.

Completion of the selected service registration is a mandatory requirement for employment with the CDA. Employment is contingent upon successful registration and verification where required.

The candidate must demonstrate the capacity to remain composed, exercise sound judgment, and make critical decisions effectively in life-threatening or high-stress situations.

Background and Character: Must successfully complete a comprehensive background investigation, including criminal history, employment verification, and reference checks. Must demonstrate integrity, reliability, and good moral character.

Drug and Medical Screening: This position is designated as safety-sensitive under Florida's Drug-Free Workplace requirements. Applicants for this position must pass a pre-employment drug screening and employees are subject to random drug testing during employment.

Applicants must successfully complete the medical examinations outlined below to determine fitness for duty as it relates to the ability to perform job functions:

- **Vision:** Must meet corrected visual acuity standard of 20/40 (Snellen) when tested using both eyes together and meet color vision standards.
- **Hearing:** Must meet the National Emergency Number Association (NENA) hearing standard, verified through audiometric testing.
- **Psychological Suitability:** The candidate must successfully complete a

suitability evaluation conducted by a contracted psychologist to assess emotional and psychological fitness for the position.

NOTE: Preference may be given to applicants with experience in Emergency Communications.

Established: 01-04-16
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