



Police Telecommunications Manager

Department: Public Safety

SUMMARY: Manages and supervises the Telecommunications and Records units and functions as a technical expert in police telecommunications for the City. Ensures proper legal procedures are followed by Department members according to Public Safety and Federal Bureau of Investigations requirements.

ESSENTIAL FUNCTIONS: *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. Factors such as regular attendance at the job are not routinely listed in job descriptions, but are an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

Coordinate the storage and retrieval of audio tapes for court, police and public information purposes; manage the clearing, updating, or locating of warrants for the court and serve as liaison for the court regarding document conflicts.

Serve as System Security Officer (SSO) for the Arizona Criminal Justice Information System (ACJIS) for Apache Junction Police Department (AJPD) to include monthly validations, biannual National Crime Information Center (NCIC) and Arizona Department of Public Safety (AZDPS) audits; maintenance of system entry logs, dissemination of system update information; maintain ACJIS user records and provide training to Department employees; maintain logs and copies of completion certificates for all personnel.

Coordinate with AZDPS in assigning Terminal Operator Certificate (TOC) numbers to newly assigned personnel.

Serve as Alarm Coordinator for the City's False Alarm Program; ensure permit renewal letters are sent and collect fees and associated false alarm assessments; participate in several regional telecommunications committees, such as the Topaz Regional Wireless Cooperative.

Prepare and make recommendations regarding the Telecommunications and Records unit budget.

Maintain radio systems including but not limited to ordering parts, troubleshooting, assigning radios and channels during special operations and training personnel on proper use.

Serve as Administrator for the Computer Aided Dispatch (CAD) system and Records Management System (RMS) and coordinate with information technology (IT) for administration of Field Base Report (FBR) and Mobile Data Systems (MDS).

Update and modify the Police portion of the City website; respond to citizen complaints received through the website; maintain and manage the Department portal page with current information and documentation.

Review and update Department policies and procedures; select, and train new employees; provide guidance and resolve any problems.

May be required to fulfill all job responsibilities assigned to Senior Telecommunications Officer as needed.

Support City policies, goals and objectives and work with management and other staff to ethically achieve such goals and objectives; ensure compliance with safety procedures.

KNOWLEDGE AND SKILLS:

Demonstrated Knowledge of:

City and Department procedures, policies and guidelines; City Code; ACJIS regulations; State and Federal laws and privacy acts; Association of Public-Safety Communications Officials (APCO) guidelines; National Center for Missing and Exploited Children procedures.

CAD formats and commands pertaining to 911 operations and police dispatch; federal communications rules and regulations pertaining to the operation of public safety communications.

Proper two-way radio and telephone communications techniques; radio codes; geographic knowledge of the City of Apache Junction and surrounding area.

Theories, principles and practices of effective leadership, supervision and training.

Skill in:

Exercising professional telephone etiquette and in-person communications with distressed citizens; demonstrating good judgment and making sound decisions in stressful situations.

Operating a personal computer utilizing standard software and some specialized software including but not limited to multi-line phone system, CAD; functioning standard office equipment.

Assessing, prioritizing and completing multiple tasks and demands simultaneously.

Establishing and maintaining cooperative working relationships with coworkers and other individuals in contact during the course of work; communicating clearly and concisely; following instructions.

MINIMUM QUALIFICATIONS:

Graduation from a college or university accredited by an agency recognized by the U.S. Secretary of Education or Council for Higher Education Accreditation (CHEA) with an Associate's degree, and five (5) years paid fulltime experience in police dispatching, four (4) of which must have been in a lead or supervisory capacity; OR an equivalent combination of education and experience.

LICENSE, CERTIFICATION AND/OR SPECIAL REQUIREMENTS:

Candidates who are selected for appointment may be required to be fingerprinted, if 18 or older; successfully complete a background investigation, employment verification and may be subject to a drug/alcohol test, medical, polygraph and/or psychological evaluation. Candidates who are appointed will be required to possess a valid driver's license to operate a vehicle in Arizona, or meet the transportation needs of the position.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office environment. May require frequent sitting and continuous operation of a personal computer. May be required to perform a full range of motion with lifting and/or carrying items weighing up to 25 pounds.

Adopted: May, 2006

Formerly: Police Telecommunications Supervisor; Police Telecommunications Administrator

Revised: Dec, 2007; Jan, 2011; Feb, 2011; Nov, 2014, Dec. 2018