

City of Chesapeake

Class Title: Public Safety and Emergency Communications (PSEC) Administrator

Job Class Code: 7286	FLSA Status: Exempt-A
Pay Basis: Salary (Annual)	EEO Category: 3

GENERAL DESCRIPTION

The purpose of this class is to manage the operations of the Public Safety and Emergency Communications Unit (PSEC), coordinate 911 Center operations, and direct the squad supervisors. The class is responsible for supervising staff and overseeing dispatching services including scheduling, training, establishing procedures, monitoring, evaluating, and process improvement. The class works within broad policy and organizational guidelines; independently plans and implements projects, reports progress of major activities through periodic conference and meetings.

TYPICAL TASKS

- Supervises Public Safety Telecommunicator Supervisors (PSTs) and subordinate staff including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Oversees all shift operations; monitors ongoing actions and intervenes in difficult situations; evaluates procedures and initiates changes as required.
- Oversees scheduling, assignment selection, rotation bidding, and overtime assignment.
- Ensures policies, procedures and expectations are enforced consistently across all operational squads.
- Reviews, develops and administers operations rules, regulations, policies and procedures.
- Ensures all employees in the PSEC perform their duties and responsibilities in accordance with all laws, regulations, policies, and procedures and interprets and applies personnel policies in a consistent manner.
- Monitors staffing levels to ensure the needs of the City are met; monitors and controls staff overtime; monitors unit metrics to ensure performance measures are tracked and objectives and goals are met;
- Assigns and reviews completed investigations, both internal and external, and recommends discipline or other action as appropriate; recommends training for subordinate personnel; recommends personnel to work as training officers or other assignments within the unit.
- Prepares and maintains monthly and yearly records and reports; directs quality assurance programs; prepares internal and external correspondence and disseminates information.
- Represents the department and City on regional and state committees on criminal justice systems and 911 call centers; attends professional meetings; coordinates emergency preparedness readiness teams, public safety and non-public safety dispatching and emergency medical dispatching committees.
- Assumes command of the PSEC in the absence of the 911 Coordinator.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Gathers, organizes, analyzes, examines, or evaluates data or information and may prescribe action based on such data or information.
Interpersonal/People Involvement	Supervises or leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.
Reasoning Requirements	Performs supervisory work involving policy and guidelines, solving both people and work-related problems.
Mathematical Requirements	Performs addition and subtraction, multiplication and division; may calculate ratios, rates and percent.
Language Requirements	Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style.
Mental Requirements	Performs specialized technical and entry level professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical or professional principles and practices in the solution of problems; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.
Decisions/Supervisory Control	Supervises others requiring the development of procedures and constant decisions affecting subordinate workers, crime victims, patients, and others in the general public.

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KNOWLEDGE, SKILLS, AND ABILITIES	
Knowledge	Knowledge of emergency communication centers. Knowledge of personnel management and leadership, hiring, and training in an emergency communications center.
Skills	Requires strong communication and organization skills. Skills in CAD management and affiliated computer systems used in emergency communications.
Abilities	Must possess the ability to communicate, train, and coach supervisors and subordinates in emergency communications specific programs and tasks. Must be able to plan and direct hiring strategize hiring and training for emergency communications. Must be able to analyze and edit emergency communication process and procedure for efficiency and best practices.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS	
Vocational/Educational Requirement	Requires combination of education and experience equivalent to an associate's degree in business administration, emergency management, public administration, communications, or a closely related field. A bachelor's degree is preferred.
Experience	In addition to satisfying the vocational/educational standards, this class requires a minimum of five years of related experience as a Public Safety Telecommunicator in a Public Safety Answering Point (PSAP). A minimum of two years supervisor experience in a PSAP.
Special Certifications and Licenses	Certified Department of Criminal Justice Services (DCJS) Public Safety Telecommunicator required. Preferred certifications include Virginia Criminal Information Network certification, Emergency Medical Dispatch (Quality Assurance) certified/trained, APCO Certified Training Officer, DCJS General Instructor.
Special Requirement(s)	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS
The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential functions for a given position in a classification.