

CLINTON COUNTY COMMUNICATIONS
CLASS TITLE: CLINTON COUNTY COMMUNICATIONS/ASSISTANT
COMMUNICATIONS MANAGER
ADOPTED: JULY 26, 2016

GENERAL STATEMENT OF DUTIES

The Assistant Communications Manager reports to the Communications Manager. The Assistant Manager will assist with the management of the Communications Center in the areas of planning, policy writing, scheduling, employment issues and other required duties. The Assistant Communications Manager may act on behalf of the Communications Manager in his/her absence or as directed. The Assistant Manager will set an example of discipline, professionalism, courtesy, moderation, and dignity to subordinates at all times.

DISTINGUISHING FEATURES OF THE POSITION

The Employer shall appoint an Assistant Communications Manager that will set an example of discipline and energy at all times. The Assistant Communications Manager shall reflect accuracy, thoroughness, moderation and dignity to subordinates at all times. The Assistant Communications Manager shall possess the skills necessary to coordinate operation and train personnel in the use and application of the various systems utilized by Clinton County Communications.

EXAMPLES OF ESSENTIAL WORK (ILLUSTRATIVE ONLY)

1. Assists the Communications Manager with the daily operations of the center; schedules and assigns work and administers the overall operation of the center including cooperating working arrangements with other jurisdictions for the computer aided dispatch of law enforcement, fire, and EMS.
2. Reviews and recommends revisions and assists in the implementation of policies and procedures to ensure accurate and efficient 9-1-1 call processing and dispatching of emergency services to the general public in accordance with applicable standards.
3. Assists with the operation of the Clinton County Public Safety Radio System, including participating in infrastructure development, purchase, replacement, distribution and re-distribution of radios and equipment to local emergency response agencies.
4. Participates in system analysis and review of equipment needs. Recommends changes as deemed appropriate, assists in the development and administration of equipment maintenance contracts, reviews and evaluates proposals and bids for new equipment.
5. Assists the Communications Manager with supervision, training, and personnel administration for center staff to include; hiring, evaluation, discipline, and development and implementation of training programs.

6. Assists the Communications Manager with administration and makes recommendations on the development of the center's budget
7. Oversees system computer utilization within the center to ensure effective use and operational efficiency. Provides initial new employee training as well as all system upgrade training for appropriate department staff.
8. Assists all Clinton County Communications personnel in the performance of duties and achievement of the organizational mission and objectives as needed.
9. Ensures the maintenance of files, directives, and policies as required. Responsible for statistical information and required records.
10. Assists the Communications Manager with the coordination of all E-9-1-1 activity.
11. Assists the Communications Manager with the storage and retrieval of digital or written transcripts of radio and or phone communications as required.
12. Performs public relations work as required by the Communications Manager.
13. Attends various seminars and conferences to maintain awareness and keep abreast of changes for public safety communications functions and responsibilities.
14. Has the final authority of all operational decisions in the absence of the Communications Manager.
15. Performs all functions of a Shift Supervisor.
16. Complete various other job duties as assigned.

REQUIRED SKILL KNOWLEDGE AND ABILITY

Education:

- High school diploma or GED required.
- Must obtain and maintain certification in CPR, IOWA/NCIC, and Emergency Medical Dispatch.
- Must complete COML training and required pre-requisites for COML within 2 years of appointment date.

Work Experience:

- Must have 7 years of continuous service as a Telecommunicator.
- Previous public safety communications supervisory experience is required.

Essential Skills:

- Must have the ability to plan, coordinate and supervise the work of communications personnel.
- Must have the ability to deal tactfully and efficiently with the general public, public safety officials and subordinates.

- Must have the ability to learn policies and operating procedures utilized in the Communications Center.
- Must have the ability to communicate clearly and effectively both orally and in writing.
- Ability to handle and maintain information of a confidential and sensitive nature.
- Ability to perform duties with a keen sense of accuracy and attention to detail.
- Ability to follow oral and written instructions.
- Must have above average knowledge of Microsoft Office Products including but not limited to Word, Excel, Access, Power Point.
- Must have knowledge of how public safety radio communications systems work
- Must have knowledge and ability to operate public safety software at an administrator level
- All other skills outlined in the Shift Supervisor job description.

ESSENTIAL PHYSICAL ABILITY

- As outlined in the Telecommunicator position.

ADDITIONAL INFORMATION

- This position may be on call 24 hours a day as needed to respond to staff problems and concerns
- When functioning in an incident dispatch capacity this position may be outdoors and exposed to environmental and physical hazards