



**POSITION:** *Communications Operations Mgr.*

**DEPARTMENT:** *Communications-911*

**REPORTS TO:** *Communications Director*

Date Reviewed: 08/06/2019

Pay Grade: G-28

Drug/Alcohol Test: Random P.S.

FLSA: Exempt

**DEFINITION**

Performs a variety of supervisory, technical and administrative work in the supervision and administration of the Covington – Newton County Communication Center. This is a highly technical oriented position consisting of development, installation, implementation, configuration and maintenance supervision of the hardware, software, and all associated peripherals of a system that becomes a critical part of the entire dispatch. Works under the general guidance and direction of the Director of Communications.

**EXAMPLES OF DUTIES**

- Serves as Communications Director in his/her absence.
- Oversees the day to day operations of the radio room.
- Exercises supervision over team leaders and dispatchers, either directly or through subordinate supervisors.
- Recommends future software upgrades to vendors based on ideas/requests made by the users.
- Oversees the implementation, configuration, maintenance and supervision of the Enhanced 911 system and Public Safety Radio System for the Covington-Newton County Communications Center, including hardware, software, and all associated peripherals.
- Oversees the effective interface of all associated systems for the CAD and E911 system, and will serve as the contact for other systems and/or agencies that are, or may be, interfaced with the CAD system.
- Responsible for working with the Director to ensure the integrity and compatibility of databases (9-1-1 MSAG), along with developing training and/or operational policies and procedures for personnel who will have access to the system.
- Responsible to, and works under the general supervision of, the Director of the Covington-Newton County Communications Center.
- Serves as a central point of contact for all vendors involved with the E-911 system and the public safety radio system.
- Serves as liaison for the Open Records requests and document release for the Center and represents the Department when subpoenaed to court for the authenticity of records.
- Serves as a liaison to coordinate any interfaces with, or resolve problems with any interface to, the E911 phone system and public safety radio system through direct or remote access.
- Ensures the security of the E911 system and radio system, and its data, through the utilization of both password and workstation security to limit access to the system.
- Responsible for making sure the Communication Center is secure at all times and reports any unusual/suspicious circumstances to the Director.
- Reviews job logs and error logs, 911 printouts on a regular basis, taking corrective action where necessary and monitor system performance and efficient operation of all systems and dispatchers performance.
- Responsible for making sure there is a plan in place and there is a schedule for backup procedures for the operating system, application software, and databases to ensure protection against loss of records in the event of a hardware failure, or loss of hardware through an accident or disaster.

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## COMMUNICATIONS OPERATIONS MANAGER

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- Remains current on dispatch procedures and makes modifications to the application software to facilitate any changes in procedures.
- Shall be certified as a terminal operator for GCIC, as well as Communications Officer.
- Works through the Director to assure that personnel are trained in both the normal and emergency procedures governing the hardware and software operation of the CAD system, E911 phone system and radio system
- Works expeditiously to resolve all E911 and radio equipment or hardware/software problems that occur with the system of 911 delivery.
- Supervises the development and maintenance of all hardware and software configurations, programs, queries, and reports.
- Will manage the GCIC system and be responsible for all training and State compliance with GCIC rules and regulations, and serve as the primary agency TAC when designated by the Director.
- Coordinates with Wireless 911 vendors for the deployment of wireless routing and location identification information and equipment.
- Maintains and updates the Master Street Addressing Guide (MSAG) and works with Intrado to ensure its accuracy.
- Maintains and updates radio user information, updates personalities, and talk groups.
- Responsible for making sure departmental payroll is accurate and submitted on time.
- Tracks 911 Legislation and its impact on our funding and operation and ensure that the center stays GEMA and FCC compliant at all times.
- Performs other related duties as assigned.

### **DESIRED MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

- (A) High school diploma or general education degree (GED); and
- (B) A minimum of two years' experience with the operation and maintenance of a mid-range computer system (or higher) in a CAD environment and the implementation, configuration, operation and maintenance of both operating and application software as well as experience configuring and interfacing peripherals such as modems, printers, and PCs (personal computers);
- (C) Supervisory experience.
- (D) An Associate's Degree in Telecommunication, Management, or a related field. ;or
- (E) An equivalent combination of education and experience.

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

- Knowledge of the City and County Codes for addressing and the City/County mapping and boundaries for addressing effectiveness;
- Excellent verbal and written communication skills and be capable of working effectively with other departmental and outside agency personnel to coordinate the operations and flow of data.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals;
- Ability to write routine reports and correspondence;
- Ability to speak effectively before groups of customers or employees of the organization;
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardizations exist;
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

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## COMMUNICATIONS OPERATIONS MANAGER

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### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand and walk.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here 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.

The noise level in the work environment is usually moderate.

*The City of Covington is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

*Reviewed by:*

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*HR Director*

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*Date*