

Assistant Communications Manager

Class Code:
PD92

Bargaining Unit: Police Department

CITY OF LEAGUE CITY
Established Date: Oct 6, 2017
Revision Date: Mar 27, 2018

SALARY RANGE

\$52,805.00 - \$73,926.00 Annually

JOB DESCRIPTION:

The Assistant Communications Manager provides leadership and supervision for the Lead Telecommunicators, assists in agency validations in compliance, and takes part in the development, planning and implementation of strategic projects. This position plays a vital operational role in League City's first response network.



[Click here to learn more about League City Telecommunicators](#)

EXAMPLE OF DUTIES:

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by employees in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Supervise the Lead Telecommunicators including the operations of the Dispatch Center
- Maintain working knowledge of all telecommunications operations and procedures and instructs Lead Telecommunicators as necessary.
- Ensure monthly validations are completed in accordance to TCIC Operating Procedures and agency specifications.
- Conduct monthly reviews on the Quality Assurance Program to ensure the program is implemented properly on each shift. Addresses any issues with Lead Telecommunicators. Report any problems or issues with the program directly to the Communications Manager.

- Review and approve bi-weekly time sheets for Lead Personnel. Must possess advanced knowledge of the payroll systems and understand how payroll is to be completed.
- Evaluate performance of staff under direct supervision and provide counseling, correction and encouragement. Recommend disciplinary actions to Communications Manager as required.
- Handle minor complaints involving Lead Telecommunicators and dispatch staff.
- Compile dispatch training needs and coordinates new hire training with Lead Telecommunicators and assigns training officers. Works with the Communications Manager to track and determine a course of action for new hires throughout the training program.
- Maintain and attend required training courses for Certified Training Officer.
- Work with the Communication's Manager to ensure personnel are compliant in TLETS training and recertification.
- Maintain and attend required training to understand CJIS Security and Terminal Agency Coordinator roles within the organization
- In the absence of the Communications Manager, acts as liaison officer for the City of League City reporting any CJIS incidents or inquires directly to the League City CJIS Security Officer. Additionally, approve or disapprove admittance to League City's Public Safety Facility and coordinating any questions with the CJIS Security Office at the US Department of Justice and/or Texas Department of Public Safety.
- In the absence of the Communications Manager, acts as Terminal Agency Coordinator between League City Police Department and the Texas Department of Public Safety in all matters involving TLETS and the TCIC/NCIC crime information systems.
- In the absence of the Communications Manager, acts as liaison officer between the League City Police Department and the Harris County – SETCIC crime information system
- In the absence of the Communications Manager, acts as League City PSAP Coordinator representative to the Greater Harris County 9-1-1 Emergency Network.
- In the Absence of the Communications Manager acts as the League City Liaison for infectious disease notification between the League City Police Department including Consortium member and the Galveston County Health District.
- Assist the communications Manager in the preparation of the Dispatch Budget.
- Assist Communications Manager in the participation of the City's Emergency Management team during times of natural and other disasters and circumstances.
- Perform such other duties as are necessary to the efficient operation of the Dispatch Center as defined by the Communications Manager.
- Ability to identify, understand and troubleshoot minor CAD problems and devise a solution.

MINIMUM QUALIFICATIONS:

- Be able to pass pre-employment management assessment.
- Bachelor's degree in Criminal Justice, Business Administration, Public Administration, or closely related field or 5 Years of a supervisory position progressively responsible experience in public safety communications center is required.

Required Licenses or Certifications

- Current TCOLE Telecommunicator License.
- Must hold an Advanced or Masters TCOLE certification.
- Must hold a current IAEMD certification

- Must hold Current Terminal Agency Coordinator or the ability to take the course within 6 months of hire.
- Current APCO Certified Training Officer preferred or the ability to become certified within 6 months.
- TCOLE Basic Instructors Course 1014 preferred or the ability to become certified within 6 months.

KSA'S AND PHYSICAL REQUIREMENTS:

Skill in:

- Previous management and/or supervisory experience is required.

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.

Tasks involve the ability to exert light physical effort in a sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Some tasks require visual and sound perception and discrimination and oral communication ability.