

CITY OF CORAL SPRINGS

Classification Description

CLASSIFICATION TITLE: Communications Administrator
FUNCTIONAL AREA: Police Department

WORK OBJECTIVE:

Under general direction, the purpose of the position is to manage the operation of a multi-jurisdiction public safety communications center which provides highly responsible, specialized work receiving, prioritizing and dispatching emergency and non-emergency telephone calls through the police/fire communications system. Employees in this classification perform at middle management level and are responsible for managing all technical equipment, e.g., multi-city 800 MHZ trunk radio system, conventional radio mobile data network, Enhanced 911 system, Computer Aided Dispatch (CAD), logging recorder equipment. Position is accountable for ensuring all established laws, rules, and regulations of the work are enforced and adhered to.

ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Manages, evaluates and monitors administrative support staff and communications supervisors; coordinates and manages all Communications Center functions 24/7/365 to ensure the accomplishment of departmental schedules, goals and objectives.
- Develops, implements and maintains policies and procedures for the Communications Center to promote maximum office efficiency and effectiveness.
- Manages all departmental technical equipment and systems promote maximum office efficiency and effectiveness of all operations; researches and implements upgrades and/or replacements.
- Supervises telephone calls through the police/fire communications system; ensures appropriate prioritization of emergency and non-emergency situations and needs; ensures appropriate communication support is provided to law enforcement officers and fire personnel to maximize personnel safety; monitors appropriate procedures for routing information to police, fire and rescue units.
- Manages CAD systems and file maintenance, trunked radio systems and corresponding equipment, conventional radio data network and laptop computers (MDT's), Enhanced 911 system, and logging recorder and instant playback equipment.
- Programs all city owned radio equipment; maintains inventory records and databases; issues equipment to appropriate personnel.
- Develops and implements dispatching procedures of police and fire vehicles/personnel to emergency and non-emergency requests for assistance based on zone assignment and availability.

Communications Administrator

- Ensures compliance with all FDLE regulations for the Florida Crime Information Center/National Crime Information Center (FCIC/NCIC).
- Ensures all appropriate authorities of missing children information and accident reports involving children are notified; ensures all hospitals and emergency medical staff are notified of incoming patient information.
- Maintains FCC licenses and ensures compliance with all applicable federal regulations and guidelines.
- Develops and administers unit's operating, capital and Emergency-911 budget.

MINIMUM QUALIFICATIONS:

Education / Certifications / Experience –

Bachelors Degree in Communications or related field; supplemented by five (5) to seven (7) years progressively responsible experience in telecommunications emergency/911 response and dispatching, to include two (2) to three (3) years in a lead/supervisory capacity plus Emergency Medical Dispatch (EMD) Certification, APCO Basic Telecommunicator Certification; or an equivalent combination of education, training, and experience.

Knowledge, Skills, & Abilities –

Considerable knowledge of all City, State and Federal laws, rules and regulations applicable to the work.

Considerable Knowledge of police and fire emergency multi-line communications systems and equipment, conventional radio systems, computers, databases and logging systems.

Ability to understand, follow and direct written and oral instructions.

Ability to develop, evaluate and implement the policies, procedures, methods and objectives of the Communications Center.

Ability to operate basic office equipment, e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines; ability to operate Telecommunications Device for the Deaf (TDD).

Ability to read, evaluate, update and maintain various records and files.

Ability to access, operate and maintain various software applications.

Ability to establish and maintain effective working relationships with law enforcement personnel, fire rescue personnel, all levels of management and the general public.

Skill in clearly communicating information both verbally and in writing.

PHYSICAL REQUIREMENTS:

Tasks involve the ability to exert light physical effort in 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 workstation. Must be able to hear and decipher radio, telephone and verbal communications.

ENVIRONMENTAL REQUIREMENTS:

Work is performed in usual office conditions with rare exposure to disagreeable environmental factors, e.g., dust, cleaning chemicals/fumes, mild temperature variations.

The City of Coral Springs is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Coral Springs provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.