

# Market Range Detail - Emergency Communication Manager

## Effective Date

August 15, 2016

## Market Range Title Description

### POSITION OVERVIEW

The purpose of this position is to plan, implement, and evaluate the activities of the Communication Division, which receives calls and dispatches calls from emergency (911) and non-emergency telephone lines from citizens requesting deputy services as well as dispatch functions for Sheriff and emergency services.

### DISTINGUISHING CHARACTERISTICS

This is a unique, single-level, managerial classification in the Sheriff's Office Communication Division where the incumbent is responsible for a division's daily operations, quality assurance and accountability.

### ESSENTIAL JOB TASKS

(This is not an all-inclusive list of all job duties that may be required; employees will be required to perform other related duties as assigned. List in order of importance.)

- Ensure staffing of Division personnel; coordinate the recruitment and hiring of new employees
- Management of new hire training protocols and oversight of the new hire training process
- Oversee all Communications Division training; including the management of in-service, continuous and new hire training for all division personnel
- Establish performance goals and objectives
- Provide active liaison between MCSO and other agencies, vendors, and contractors
- Provide cooperation and technical assistance to all areas of the Sheriff's Office in the areas of electronic and electrical communications
- Ensure Office compliance with laws and rules of governing agencies as they relate to radio and frequency usage; maintain knowledge of local and national trends, procedures and laws that affect the operation of the 911 Center
- Monitor accuracy and thoroughness of the Master Street Address Guide for 911
- Maintain standard operating policies and procedures to ensure compliance with the requirements of federal and state regulatory agencies
- Counsel supervisors and other personnel regarding personal issues
- Write and/or review specifications for equipment design and modification
- Prepare and supervise yearly preparation of Division budget estimates
- Attend meetings and work with various public safety and emergency planning/response agencies to develop and participate in exercises and other activities to test emergency operation plans, procedures, and equipment
- Initiate, oversee, and manage special projects within the Communication Division

## Market Range

Minimum Hourly Rate	Midpoint / Hiring Maximum	Maximum Hourly Rate
\$35.15	\$43.08	\$51.00

## Likely Minimum Qualifications

- Bachelor's degree in Criminal Justice or related field; five (5) years of experience in communications center management or experience in program implementation and administration including two (2) years of supervisory and/or management experience

### Glossary:

**Market Range Title:** Broad grouping of related positions with like job responsibilities and qualifications. Market Range Titles typically include positions ranging from entry level to senior/lead level unless indicated otherwise.

**Effective date:** The date the salary range was implemented for use.

**Market Range Title Description:** Broad description of sample job duties and responsibilities of positions included in the Market Range Title. Each position included in a Market Range Title also has a job description that is specific to the department. Departments are responsible for writing and maintaining job descriptions for positions in their department. Employee Compensation is responsible for writing and maintaining Market Range Title Descriptions.

**Likely Minimum Qualifications:** Typical minimum qualifications for positions assigned to the Market Range Title. Because a broad group of jobs in different departments are included in a Market Range Title, minimum and preferred qualifications may vary slightly depending on the area of assignment.

**Market Range:** The minimum, midpoint, and maximum salary points for all positions included in the Market Range Title.

**Hiring Range:** The hiring range for all positions is ordinarily the minimum of the market range to the midpoint. The use of a different hiring range must be approved by Employee Compensation. Departments should use a hiring range that is within their funding capabilities and are required to comply with the County's Funded Position Policy ensuring that applicants are extended a rate that is supported by the department's budget.

**Working Title:** The specific title used by a department to identify a position within their organizational structure. Use of working titles is flexible and aimed to assist departments in identifying the unique functions and responsibilities of each position and is representative of the assigned Market Range Title. Ordinarily, supervisory and/or managerial titles should not be used for positions not assigned to a supervisory and/or manager Market Range Title.