



Position Title:	Emergency Communication Manager		
Department:	Police		
FLSA Status:	Exempt - Salaried		
Salary:	Grade: L	Starting:	\$80,713
Supervision:	Chief of Police	Last Reviewed:	3/6/24

JOB SUMMARY

Reporting to the Chief of Police, the Emergency Communication Manager is responsible for overseeing the daily operations of the emergency communication center. This role ensures efficient and effective response to emergency calls, supervising the dispatchers, and maintaining communication systems. The Manager is pivotal in developing protocols, training staff, and coordinating with other emergency services. This is a non-sworn position. **THIS IS A SAFETY-SENSITIVE POSITION**

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsibility for making hiring and training recommendations to the Chief of Police.
- Responsibility for project planning and reviews of any technology, construction, or capital improvement projects.
- In conjunction with the purchasing policies, responsibility for the procurement, maintenance, and repair of LPD communications equipment and technology and ensures that a fixed assets inventory is maintained for audit purposes.
- Responsibility for monitoring service, maintenance, and repair contracts.
- Performs research and completes special projects and reports as assigned by the Chief of Police on LPD communications operations, programs, and other projects.
- Responsibility for maintaining a Continuity of Operations Plan for the communications department.
- Responsibility for maintaining an appropriate Cybersecurity Plan for the communications department in conjunction with the I.T. department.
- Participates with community and government organizations to assist in providing public education regarding 911 and the La Vergne Police Department emergency communications center.
- Perform the duties of the LPD Emergency Services representative to the Rutherford County Emergency Management Agency.
- Responsibility for operational compliance with laws, policies, procedures, and requirements established by the FCC, NCIC, TBI, City of La Vergne, and La Vergne Police Department.
- Plans and directs the operations of the La Vergne Police Department Emergency Communication Center and the Public Service Answering Point (PSAP) for E-911 calls in the La Vergne, Tennessee area.
- Determines work procedures; studies and standardizes procedures to improve efficiency and effectiveness of operations.

- Review subordinate performance to determine the efficiency and effectiveness of the dispatchers and make recommendations affecting personnel status, such as retention, promotion, and discipline.
- Shall be directly responsible for the proper training, or delegation of training, of newly hired employees and familiarizing them with required expectations and processes/procedures associated with the emergency communication center.
- Maintains necessary logs, records, and reports including incoming and outgoing calls.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

- Must be a United States citizen.
- High School Diploma or GED is required.
- Associate degree in a closely related field; supplemented by four (4) years of previous experience in local or state 911 operations and/or training that includes progressively responsible public safety agency operations, emergency/disaster planning, program/personnel management, and public relations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Preferred certification as a National Emergency Number Association (NENA) Emergency Number Professional (ENP) and/or Center Manager Certification Program (CMCP) or the Association of Public Safety Communications Officials (APCO) Registered Public-Safety Leader (RPL) certification. If not certified, must obtain within two years of eligibility, as per each association's requirements.
- All applicants will have an in-depth background investigation conducted by the LPD Criminal Investigation Division, and have no history of any felony arrest, nor have been convicted of or pled guilty to, or entered a plea of nolo contendere to any charge, or to any violation of any Federal or State laws or city ordinances relating to force, violence, theft, dishonesty, gambling, liquor or controlled substances; nor to any misdemeanor arrest involving moral turpitude; and no arrest for D.U.I. in the prior ten (10) years.
- Must pass a physical examination by a licensed physician.
- Must pass a polygraph by a certified polygraph examiner.
- Must pass a psychological evaluation by a certified psychiatrist examiner.
- Must possess a valid Tennessee Drivers' License or could obtain one in a reasonable period.
- Significant leadership experience is required.
- Must have a commitment to a servant-leadership philosophy.

SPECIAL QUALIFICATIONS

- Must possess National Crime Information Center (NCIC) Certification, and Cardiopulmonary Resuscitation (CPR) Certification and must maintain certifications throughout employment.
- This position requires the employee to be an organized person who can meet time schedules and deadlines while maintaining a very high level of personal integrity, have good judgment, and be able to effectively communicate both orally and in written form.
- The above Job Functions and Competencies are not intended to be an exhaustive list of all responsibilities, duties, and skills. They are intended to be accurate summaries of what this job classification involves and what is required to perform this job.

SKILLS, KNOWLEDGE, AND ABILITIES

- Exceptional verbal and written communication skills for clear, concise relays during high-pressure situations.
- Proficiency in active listening and effective feedback exchange.
- Mastery of computer-aided dispatch (CAD) systems and standard office software like Microsoft Office Suite.
- Competence in the operation and troubleshooting of communication equipment, including two-way radios and telephones.
- Ability to quickly assess situations, understand complex issues and make critical decisions under pressure.
- Skilled in emergency strategy development and problem resolution.
- Strong leadership skills to motivate and guide emergency dispatchers and communication staff.
- Experience in performance evaluations, training needs identification and professional development planning.
- In-depth knowledge of emergency services operations and related protocols.
- Familiarity with local, state, and federal emergency communication regulations.
- Knowledge of public safety systems, including NIMS and ICS.
- Awareness of legal and ethical considerations in emergency communications.
- Basic understanding of Geographic Information Systems (GIS) for mapping and location tracking.
- Ability to adapt to changing situations and remain calm under pressure.
- Flexibility to work various shifts, including nights, weekends, and holidays.
- Sensitivity to callers' emotional states, responding with empathy and professionalism.
- Capability to manage personal and team stress in a supportive work environment.
- Analytical skills for data analysis, trend identification, and service delivery improvement.
- Skill in prioritizing and managing multiple incidents simultaneously.
- Physical stamina for long hours and mental resilience to recover from difficult incidents.

PHYSICAL DEMANDS

The physical demands of the Emergency Communication Manager position are indicative of the significant responsibility and varied nature of the work involved. Successful performance of the job's essential functions requires an employee to engage in a diverse range of activities, many of which are conducted in field settings that necessitate considerable outdoor work. The role demands robust hand-eye coordination for the operation of testing instruments, computers, and a variety of office equipment. Tasks may involve occasional standing, walking, sitting, as well as climbing or balancing, which underscores the need for physical agility and strength. Additionally, there are moments when stooping, kneeling, crouching, or crawling are required, alongside the ability to talk, hear, and manually manipulate objects, tools, or controls with precision. Employees are expected to occasionally lift and/or move items weighing up to 50 pounds, demonstrating the role's physical requirements. Vision capabilities must be comprehensive, including close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus, ensuring the Manager can effectively oversee and respond to the dynamic environment's characteristics of emergencies.

WORK ENVIRONMENT

24/7 Emergency Communication Center: The Emergency Communication Manager manages operations within a 24/7 emergency communication center, overseeing the dispatch of police, fire, and emergency medical services in response to emergency and non-emergency calls. This

role requires maintaining a high level of alertness and decision-making in a fast-paced, often stressful environment.

Leadership and Team Management: As a Manager, this position involves leading a team of emergency communication specialists, coordinating shift schedules, assigning tasks, and monitoring performance. The Manager provides guidance, training, and support to staff, ensuring they are prepared to handle emergency calls effectively and with professionalism.

Operational Oversight and Quality Assurance: The Manager oversees the daily operations of the communication center, ensuring that calls are handled efficiently, resources are dispatched appropriately, and communication protocols are followed. This includes conducting quality assurance reviews, analyzing call response times, and implementing strategies to improve service delivery.

Crisis Management and Coordination: During major incidents or emergencies, the Emergency Communication Manager plays a critical role in managing communication flows, coordinating with field units, other emergency services, and external agencies to provide accurate information and support effective response efforts.

Training and Professional Development: The Manager is responsible for developing and overseeing training programs for dispatchers, including new hire orientation, ongoing professional development, and specialized training in emergency response protocols and communication technology.

Policy Development and Implementation: Contributing to the development and revision of policies and procedures that govern emergency communication operations is a key duty. The Manager ensures that policies comply with legal and regulatory standards and that best practices in emergency communication are upheld.

Technology and System Management: The role involves managing the communication center's technology and systems, including computer-aided dispatch (CAD) systems, radio communication equipment, and emergency notification systems. The Manager ensures that all technology is operational, secure, and updated as needed.

Flexible Schedule and Availability: This position is not remote. The Emergency Communication Manager must be available to work various shifts, including nights, weekends, and holidays, to cover the 24/7 operations of the communication center. Flexibility to respond to significant emergencies or to cover staffing shortages is crucial for maintaining continuous and effective emergency communication services.

Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

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