

CLASS TITLE: PUBLIC SAFETY COMMUNICATIONS OPERATIONS MANAGER

PURPOSE OF CLASSIFICATION: Under general direction is responsible for planning, organizing, monitoring, evaluating, and overseeing the day-to-day activities of the Public Safety emergency communications operations area and personnel; performs other related assigned duties.

ESSENTIAL TASKS:

- Plans, directs and supervises the work of subordinate supervisors engaged in operating the City's Public Safety Communications Division
- Manages division operational processes, personnel matters, recruitment and selection, and career development initiatives
- Manages the annual and semi annual shift bid and other labor relations activities
- Coordinates with the Public Safety Communications Systems Manager to identify and resolve technology issues
- Directs identified research projects and prepares accompanying reports
- Serves on boards and public safety interest groups
- Supervises the preparation and administration of the operating expense budget and prepares comprehensive budgetary and financial reports
- Regularly meets with staff, Tulsa Police Department, Public Safety Communications Director, vendors, and regulatory agencies
- Coordinates with PSC Training Staff to determine training needs and delivery for PSC personnel
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Completion of 120 hours from an accredited college or university and five (5) years of experience in a field relevant to the essential tasks of this job description or completion of 60 hours from an accredited college or university and seven (7) years of experience in a field relevant to the essential tasks of this job description.

Knowledge, Abilities and Skills:

Comprehensive knowledge of the laws, ordinances and regulations relating to public safety; considerable knowledge of City of Tulsa Policies and Procedures; considerable knowledge of computer operations and the use of software applications; good knowledge of research techniques; good knowledge of budget management and planning procedures; and good knowledge of the principles, practices and methods of public safety dispatch and call-taking. Ability to remain calm during emotional and stressful situations; ability to plan, coordinate and manage an operating budget; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop, and motivate people at any level within or outside the organization. Comprehensive skill in and knowledge of the application and principles of personnel management.

Physical Requirements:

Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently; may be subject to walking, sitting, standing for extended periods, reaching, and bending; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certifications:

Possession of Certification in Oklahoma Law Enforcement Telecommunications System must be obtained within one year from date of hire; Council on Law Enforcement Education and Training certification is preferred.

WORKING ENVIRONMENT: Working environment is primarily indoors, in an office setting and may require travel to other City facilities.

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Class Code: 1208

EEO Code: E-01

Pay Code: EX-44

Group: Clerical and Administrative

Series: Communications, Operations & Maintenance

Effective Date: September 1, 2021