PURPOSE OF THE CLASSIFICATION: Under general direction is responsible for coordinating the quality assurance program and management of the accreditation compliance and training program for the 911 Public Safety Communications (PSC) Department and performs other related assigned duties.

ESSENTIAL TASKS:
- Manages the full range of activities for the quality assurance and accreditation program to ensure compliance with regulations and accepted industry standards
- Evaluates and monitors the program structure, operations, related resources and recommends and establishes approved cost-effective procedures
- Participates as a member of PSC's management team
- Manages and maintains compliance with standards and criteria of Tulsa Police and Fire Departments, other contracted agencies and CALEA (Commission on Accreditation for Law Enforcement Agencies)
- Maintains liaison with regulatory agencies ensuring compliance with applicable federal, state and local regulations, including City and departmental policies
- Manages and provides direction for staff training and safety programs, ensuring QA and training program integrity
- Manages projects as requested
- Provides state of the art technical capabilities to ensure implementation of effective quality and training programs
- 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: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

(a) Graduation from an accredited college or university with a bachelor's degree in public safety/health, communications, business or a closely related field; **and,**
(b) Five (5) years of supervisory and progressively responsible experience; **including,**
(c) Two (2) years as a qualified and recognized public safety quality assurance manager.

Knowledge, Abilities and Skills:

Knowledge of:
- Comprehensive knowledge of the procedures, equipment and technology related to the implementation of quality assurance programs
- Considerable knowledge of relevant laws, regulations, policies, procedures, accreditation and training requirements

Ability to:
- Prepare clear, concise and comprehensive reports and maintain records
- Manage and provide direction for staff training and safety program activities
- Define issues, analyze problems, evaluate alternatives and develop independent recommendations; ability to perform office and administrative tasks
- Utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting up to 20 pounds; occasional carrying up to 10; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, crawling, handling, feeling, climbing, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates:
a) Possession of a valid class "D" Oklahoma Driver license; **and,**
b) National certification in quality management or assurance or a related specialty *preferred*

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting with some shift work.

EEO Code: E-02
Group: Engineering, Planning & Technical
Series: Communications, Operations & Maintenance