

**MAJOR FUNCTION**

This is highly responsible, administrative, and professional work assisting in directing operations and resources dedicated to the combined fire, law enforcement, and medical emergency communications functions of the City of Tallahassee, Leon County, and Leon County Sheriff's Office. The incumbent is responsible for assisting in the effective and efficient management of the Consolidated Dispatch Agency, assisting in the development and implementation of agency policies, and managing the dedicated budget. Work is performed with considerable independence and latitude under supervision of the Director-Consolidated Dispatch Agency and is reviewed through conferences, reports, and by results attained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Assist with the plans, development, and coordination of staff in implementing the Consolidated Dispatch Agency Board (Board) directives. Assists with managing the daily operations for the Consolidated Dispatch Agency (Agency). Has input in using resources allocated to public safety communications for maximum return on investment. May serve as liaison between the Board and technical staff on technology issues. Plans, organizes, directs, and evaluates the performance of assigned staff, providing coaching for performance improvement and development. Provides clear direction and supervision to direct reports. Has input in developing and implementing policies, procedures, and protocols to accomplish the Agency's work plan objectives and ensures that the policies and procedures are reviewed and updated regularly. May direct the improvement of management systems, processes, and measurement techniques to improve Agency operations and effectiveness. Develops short-range and long-range goals for the work unit. Ensures the public safety communications system's operational integrity and response capability meet existing and anticipated requirements. Coordinate the development and implementation of a long-range technology plan for the agency. Assists the director with acquiring, designing, operating, enhancing, and maintaining information technology systems supporting the Agency, as needed. May assist with the unit's budget, make budgetary recommendations to the Board, as necessary, and control budget expenditures of all Agency funds. Maintains an active liaison with local law enforcement emergency service providers and other applicable state, federal, and local agencies to keep abreast of changes that may impact the Agency's operations. Establishes and maintains data management systems coordinated with law enforcement, fire, emergency medical services, participating telecommunications companies, and system suppliers, as applicable. Coordinates the collection and reporting of data and other information, as required. Assists with the development and execution of plans for system testing, employee training, and other essential operational and procedural activities. Recommends the hiring, transfer, promotion, grievance adjustment, discipline, and discharge of employees. Conducts performance evaluations and recommends approval or denial of merit increases. Investigate complaints from citizens and/or agencies regarding public safety communications. Maintain appropriate contacts with the media and public regarding public safety communications systems. Represents the Agency in the absence of the Director. Performs related work as required.

**Other Important Duties**

Attends meetings of the Board as required. Serves on the various management teams as required. Attends meetings, conferences, etc., and completes special projects as needed. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities, and Skills**

Considerable knowledge of ordinances, laws, regulations, statutes, procedures, and processes related to public safety communications management. Knowledge of communications systems and the various aspects of system interfacing with other wired and wireless communications. Considerable knowledge of City and County geography and street systems. Knowledge of the principles and procedures of the operations of a dispatch agency. Knowledge of local emergency plans and procedures. Considerable knowledge of the principles of supervision, training, and performance evaluation. Ability to follow directions provided by the governing board. Ability to effectively plan, develop, implement, and administer a public safety communications program and the dedicated resources. Ability to conduct system analysis and evaluate operational and technical processes and procedures. Ability to communicate effectively, orally and in writing, maintain records and prepare reports. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to accurately assess and analyze situations and draw conclusions. Ability to plan, organize, direct and coordinate technical and professional staff activities—skill in the use of personal computers and associated programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of a bachelor's degree and three years of professional work experience that includes emergency or public safety communications for law enforcement, fire and emergency medical services agencies, emergency management, emergency response management, or a closely related field; or an equivalent combination of training and experience. Two years of the required experience must have been in a supervisory capacity.

**Necessary Special Requirements**

Must possess a valid Class E State driver's license at the time of appointment.

Must complete a fingerprint-based criminal history records check.

Must complete CJIS Security Awareness Training within the first week of employment.

Position requires on-call status in the event of an emergency or disaster within Leon County and may require work or travel outside of regular office hours.

Established: 12-16-14

Revised: 05-15-25