CLASS TITLE: **Communications Operations Manager**

CHARACTERISTICS OF THE CLASS: Under direction, manages and coordinates the operations of the 9-1-1 Chicago Emergency Communications Center (CECC) during an assigned shift; and performs related duties as required.

ESSENTIAL DUTIES: Directs personnel responsible for supervising Police Communications Operators engaged in receiving and processing 9-1-1 emergency calls, and dispatching police field units to reported incidents of crime or emergencies; monitors call taking and dispatch activities to ensure efficient and effective work operations; prepares work schedules for personnel on an assigned shift; reviews and approves daily assignments of Police Communications Operators and allocation of workstation equipment to ensure optimum use of resources; monitors operating efficiency of computer-aided dispatch (CAD) system and related equipment to ensure timely resolution of technical problems; informs staff and ensures implementation of new policies and procedures relating to emergency communications operations; responsible for notifying management of critical incidents or emergencies; monitors and ensures the on-going training of staff on emergency communications procedures and CAD systems operations; conducts operational studies and prepares management reports on staff and CAD system performance.

RELATED DUTIES: Functions as the ranking supervisor during non-business hours, responsible for security and building operations for the CECC facility.

MINIMUM QUALIFICATIONS:

Training and Experience.   Graduation from an accredited college or university with a Bachelor's degree in Public Safety Management,   Public Administration or a related field, supplemented by five years of experience in emergency communications and dispatching operations in a computer-aided dispatch environment, including three years of supervisory experience, or an equivalent combination of training and experience.

Excellent oral and written communication skills.   Good administrative and organizational skills. Good human relations skills.   Skill in the use of computer-aided dispatch communications system software and equipment.

Working Conditions.   Police and Fire Emergency Communications Facility.

Equipment.   Computer-aided dispatch communications equipment including multiple screen computer console with interactive mapping display, touch-screen telephone and radio controllers, instant recall recording devices, and TTY communications equipment for the hearing impaired.

CLASS TITLE: **Communications Operations Manager**   **(cont'd)**

NOTE: While the list of essential duties is intended to be as inclusive as possible, there
may be other duties which are essential to particular positions within the class.