

**Communications Executive
(Third Tier Executive)
City of Dallas**

Position Purpose

Provides executive management assistance by managing a high-profile office, program, or division within the Dallas Police Department.

Essential Functions

1. Supervises staff and activities of the Communications Division, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow the policies and procedures; maintaining a healthy and safe work environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Coordinate with service providers to resolve equipment failures, ensure continual maintenance, and remain innovative with technology updates to consoles and the Computer Aided Dispatch.
3. Assumes management responsibility for assigned services and activities of the Communications Division. Manages call volume, dispatch volume and PIC inquiries; and ensures the appropriate staffing to answer emergency calls.
4. Manages and participates in the development of and implementation of goals, objectives, policies and priorities for assigned programs. Recommends and administers policies and procedures. Reviews and updates communications training as needed.
5. Plans, directs, coordinates, and reviews the work plan for operational activities of the Communications Division; assigns work activities, projects and programs; reviews and evaluates work products, methods and procedures; and meets with subordinate employees to identify and resolve problems.
6. Monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned programs, service delivery methods and procedures; and works with employee on the continuous improvement of city services.
7. Plan, develops, implements and coordinates operational functions.
8. Oversees and participates in the development and administration of the Communications Divisions annual budget. Participates in the forecast of funds needed for staffing; equipment, materials, and supplies; monitors and approve expenditures; and implements adjustments.
9. Prepares and presents reports and other necessary correspondence and provides reasonable assistance to the Assistant Chief of Police.

10. Collaborates with the Assistant Chief, Administrative Services Coordinator, and the IT Systems Manager on systems and processes to ensure consistency in operations.
11. Is responsible for being accessible to the communications center on a 7 x 24 basis other than during pre-arranged leave periods.
12. Manages and delegates various projects and implements new technologies to assist in achieving departmental mission.
13. Maintains oversight for all dispatcher related issues.
14. Maintains high level of confidential and sensitive information in a discrete and professional manner.

Knowledge, Skills & Abilities

- Demonstrated leadership, with responsibilities over 20+ employees.
- Experiences in delegating and prioritizing work.
- Using computers and related software applications.
- Solve complex problems.
- Developing and organizing information for group presentations.
- Planning and organizing multiple projects simultaneously.
- Responds to employee grievances and oversees the general conduct of all subordinate personnel.
- Set employee performance standards, training, continuing education and certification requirements. Ensures that personnel are trained and knowledgeable when technology is introduced, updated, upgraded, or replaced.
- Develops, tracks and maintains systems, records and legal documents that provide for the proper evaluation, control and documentation of the 911 Communication operations and prepare statistical reports.
- Knowledge of standard management practices.
- Lead a diverse workforce that provides a consistent level of high-quality service across multiple communities and agencies.
- Ability to communicate effectively orally, in person, by telephone and in writing through documents and computerized technologies with all levels of internal personnel and with external customers.
- Knowledge of public safety communications strategies, practices and technologies, with the ability to apply industry best practices and procedures, including supervision and evaluation techniques.

Education and Qualifications

Bachelor's degree in Public Administration, Emergency Management, or related area and significant leadership experience managing emergency programs. A successful record of achievement and innovation in developing and implementing emergency management

programs including 911 public safety communications. Any equivalent combination of education, experience and training that provides the required knowledge, skills and abilities may be considered.

Ability to maintain positive working relationships and communicate effectively orally and in writing with department management, supervisors, other employees, professional peers and the general public.

Ability to make decisions and respond simultaneously to multiple requests for information in accordance with established laws and ordinances.

Comprehensive knowledge of the computer aided dispatch (CAD) system, telephone, radio and station alerting equipment, their related hardware and software capabilities. Must have a basic working knowledge of all records management systems (RMS).

Certifications/Licenses

- Texas Commission on Law Enforcement (TCOLE) Telecommunicators license must be obtained within 6 months of employment.
- National Crime Information Center (NCIC) certification

Additional Requirements

- Must have a valid Class "C" Driver's License prior to employment. Must obtain Texas Class "C" driver's license within 30 days of hire per state law.
- Must be able to pass FBI criminal background fingerprint check for compliance with state and federal requirements for criminal justice information security standards.
- Must pass a drug screen.
- Light lifting, carrying and pushing objects weighing up to 15 pounds.
- Dexterity of hands and fingers to operate standard office equipment, including computer keyboard.
- Adequate vision for reading and composition of written work product.
- Mental acuity to understand and process complex technical information.
- A criminal background check and psychological evaluation will be conducted on all successful candidates prior to being appointed to the position.

The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.

Interested Applicants

Interested qualified candidates MUST submit an application online via NeoGov at:
www.governmentjobs.com/careers/dallas

Applications must be complete, including previous salary history and (3) required references. A resume and letter of interest are recommended. All documents must be attached at the time of submission for consideration. A resume should be submitted as supplemental documentation only and will not be considered as a primary application for the position. Incomplete applications will not be considered. Application must be submitted by the deadline noted on the NeoGov application submission site.

Note: Under the Texas Public Information Act, information from your resume may be subject to public disclosure.