

ASSISTANT TELECOMMUNICATOR MANAGER**SUMMARY:**

Under general direction, supervises the emergency communications unit; assists the Emergency Communications Manager with the overall daily administrative functions of the dispatch center; and performs related duties as assigned.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES: *(which are not in any hierarchical order)*

1. Recommends and assists in the implementation of goals and objectives; establishes schedules and methods; implements policies and procedures.
2. Tracks, reviews and oversees payroll record keeping. Verifies payroll reports and makes corrections as needed.
3. Supervises, trains and evaluates assigned staff. Maintains appropriate personnel files.
4. Communicates with shift supervisors and other personnel regarding operations, policies and procedures, complaints, etc.
5. Maintains budget records as required.
6. Acts as liaison to other departments to ensure policies and procedures are followed. Analyzes and makes recommendations regarding dispatch to ensure additional needs or concerns are met.
7. Participates in the hiring and promotional processes for Emergency Communication Operators, Complaint Operators and Emergency Communications Shift Supervisors.
8. Assists manager with preparation of budget.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of supervisory principles and practices.
- Knowledge of the State and Federal Communication Commission rules and regulations, other laws, policies, procedures, regulations and field problems involved in communicating messages, dispatching, and controlling vehicles when resolving routine and emergency field situations.
- Knowledge of budgeting techniques and methods.
- Knowledge of the operation and care of communications equipment including radiotelephone, 911 emergency response, alarm and telemetry systems.
- Knowledge of local area geography and street locations.
- Knowledge of the operation of all City communications facility systems and equipment.
- Skill in scheduling and coordinating work activities of the communications operation.
- Skill in responding quickly and effectively to a variety of emergency situations.
- Skill in remembering numerous details and recalling essential information quickly.
- Skill in adapting easily to varied working hours and to work effectively under stressful emergency situations.
- Skill in preparing clear and concise written documents.
- Skill in recognizing operating deficiencies and developing improved operating and emergency procedures.
- Skill in evaluating equipment, system and personnel performance, and making appropriate recommendations to increase operating efficiency.
- Ability to establish and maintain effective working relationships.
- Ability to communicate effectively, both orally and in writing.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves moderate work generally in an office setting. There is frequent need to sit, talk or hear, use hands to finger, handle or feel and perform other similar actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol free work environment through the use of mandatory pre-employment drug testing.

ASSISTANT TELECOMMUNICATOR MANAGER

MINIMUM QUALIFICATIONS: High School diploma or GED and five (5) years experience in communications systems operations with a municipal communications or related facility, including two (2) years lead or supervisory experience, or any equivalent combination of training and experience. FCIC/NCIC operation and 911-TDD certification are required.

A valid Florida driver's license is required. A valid driver's license from any state (equivalent to a State of Florida Class E) may be utilized upon application; with the ability to obtain the State of Florida driver's license within 30 days from day of appointment.