

Jurisdictional Class: Competitive  
EEO Category: Professionals  
Adopted: 12/20/2023

## **COMMUNICATIONS MANAGER**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent in this class is responsible for managing the day-to-day operations of the Oneida County 911 Center and is responsible for planning, organizing, and supervising the work of all Communications Center staff. The work is performed under the general supervision of the Deputy Directors of Emergency Services and/or the Director of Emergency Services. Immediate supervision is exercised over Supervising Public Safety Telecommunicators, Senior Public Safety Telecommunicators and Public Safety Telecommunicators. The incumbent performs related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Manages the day-to-day activities of the communications center and its staff;  
Manages current operations of the communications center to promote cooperation and continuity of effort public safety and public service agencies;  
Acts as an advisor to supervisors on operational matters;  
Establishes work schedules and assignments for the communications center and its staff;  
Oversees the departments training program;  
Maintains training records and ensures all certifications are up to date;  
Oversees the departments quality assurance program and completes call reviews as necessary;  
Oversees and maintains the departments Accreditation with the NYS Sheriff's Associations;  
Assists in the preparation and implementation of policies and procedures related to the 911 Communications Center;  
Prepares correspondence regarding subordinates, including commendations or disciplinary actions as required;  
Assists in all personnel matters, including discipline;  
Oversees recruitment and retention efforts to include Health and Wellness programs;  
Oversees maintenance of telecommunications equipment and directly related accessories necessary to process 911 calls;  
Provides direction to Supervising Public Safety Telecommunicators to ensure smooth operation of 911 center;  
Disseminates new and/or procedural information to employees;  
Prepares a variety of records and reports.  
Participates in the promotion of a clean, safe, and healthy work environment and performs related duties as required;  
Assists as directed, and performs additional duties as assigned.

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**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of modern, computerized emergency telecommunications equipment interfacing methods and practices; Thorough knowledge of the application of Federal, State and local laws that pertain to the operations and functions within a communications center; Through knowledge of the functions of Supervising Telecommunicator, Senior Public Safety Telecommunicator and Public Safety Telecommunicators; Thorough knowledge of the geography, political subdivisions, law enforcement, fire and EMS response areas of the County; Good knowledge of the principles and practices of public administration as they relate to organizational planning, purchasing, and budget preparation and control; Comprehensive knowledge of the application of County and departmental policies, procedures, rules and regulations relevant to the administration and operation of a communications center; Comprehensive knowledge of the functions of the emergency service providers within the County; Ability to function quickly and effectively under various levels of activity and stress; Ability to develop and implement comprehensive public safety communications initial and in service training programs; Ability to effectively direct and supervise subordinate employees; Ability to use tact sound judgement and courtesy when dealing with others; Ability to follow oral and written instructions; Ability to communicate clearly both orally and in writing; Ability to create lesson plans, performance objectives, instruction techniques testing and evaluation techniques and resource availability; Thorough knowledge of accreditation standards as they pertaining to Emergency Services as dictated by the NYS Sheriff's Association and guidelines set forth through NENA (National Emergency Number Association) and APCO (Association of Public Safety Communication Officials) standards; Physical condition commensurate with demands of the position.

**MINIMUM QUALIFICATION:** Candidates must have permanent, full-time competitive status for a period of thirty-six (36) months as a Supervising Public Safety Telecommunicator.

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