



## Public Safety Dispatch Manager West Bloomfield Township

The Charter Township of West Bloomfield is accepting applications for a Public Safety Dispatcher Manager position at our Police Department.

Under the general direction of the Administrative Lieutenant; manages plans, directs, and regulates compliance of the Public Safety Answering Point (PSAP) operations. The PSAP Supervisor shall assist in developing PSAP goals, policies, procedures, training and standards. Is responsible for assisting in short and long term planning, budgeting, overall organization and staffing of the PSAP. Oversees the PSAP training program, employee performance matters and recommends disciplinary remedies. Responsible for monitoring the regulatory environment for changes that affect the PSAP. Forecasts PSAP needs and assists in implement technology as needed

Minimum qualifications:

- Bachelor's Degree in a Public Safety or related field with five years' experience in emergency communications in a supervisory /management capacity preferred.
- Any combination of experience and training which provides the required knowledge, skills and abilities.
- Two (2) year minimum experience with Computer Aided Dispatch (CAD) software, data communications, public safety radio and console equipment.
- National Academy EMD experience preferred.
- NENA Center Manager Certification or equivalent preferred.

The salary range for this position is \$55,709.16 - \$76,815.96 (DOQ) and includes an excellent benefit package.

Applications can be obtained from our web-site at:

[http://www.wbtownship.org/how\\_do\\_i/apply\\_for/job/index.php](http://www.wbtownship.org/how_do_i/apply_for/job/index.php),

at the Human Resources Department, 4550 Walnut Lake Road, West Bloomfield or by calling (248) 451-4795. **Applicants must complete an employment application to be considered for this position. Resumes alone are not sufficient.**

**Applications must be received by Friday, September 28, 2018**



# WEST BLOOMFIELD TOWNSHIP

## Job Description

### Public Safety Dispatch Manager

Drafted: 05/02/17

Adopted: 04/23/18  
Pay Grade: 7.0

#### **General Summary:**

Under the general direction of the Administrative Lieutenant; manages plans, directs, and regulates compliance of the Public Safety Answering Point (PSAP) operations. The PSAP Supervisor shall assist in developing PSAP goals, policies, procedures, training and standards. Is responsible for assisting in short and long term planning, budgeting, overall organization and staffing of the PSAP. Oversees the PSAP training program, employee performance matters and recommends disciplinary remedies. Responsible for monitoring the regulatory environment for changes that affect the PSAP. Forecasts PSAP needs and assists in implement technology as needed.

#### **Representative Duties and Responsibilities which may be considered Essential Function(s):**

##### **Control/Technical:**

- Liaison: between Police, Fire and Water Department as well as contracted Jurisdictions in relation to the operations of the PSAP.
- Assists: with the development of rules, regulations, policies, procedures and standards.
- Analyzes: operational and service demands, developing plans and strategies for meeting the needs of the department.
- Coordinates: with Clemsis and the State of Michigan.
- Enters: data into databases
- Evaluates: current and future technical needs of the PSAP to include but not limited to; First Net, Voice Over IP, Next Generation 9-1-1, Computer Aided Dispatch, Recording Equipment and other public safety software. Assists in maintaining appropriate systems.
- Assists: in ensuring operations, activities and services are compliant with Applicable Federal, State and local regulations.
- Operate: telecommunication equipment.
- Enter: and retrieve information from the computer.

**Executive/Supervises:**

- Coordinates: activities of department with other departments, organizations, or members of the staff of the department.
- Responsible: for establishing performance indicators; maintaining and improving Professionalism, efficiency and intradepartmental communications.
- Assists: in the hiring process for PSAP staff, including pre-employment screening, Interviews and selection.
- Handles: employee relation issues; including the facilitation of conflict resolution in the PSAP center.
- Participates: in national, state, regional and local public safety communications Organizations, boards and committees.
- Demonstrates: a commitment to provide and require excellent customer service through Cooperative team and individual efforts.
- Coordinates: scheduling and attendance of the PSAP staff.

**Special Items:**

- Thorough knowledge of managerial and administrative principles and practices. Must have ability to direct and manage an emergency communications center; to coordinate and review the work of employees; to monitor, locate and analyze activities; to analyze and interpret data; to plan, organize and implement programs to meet the needs of the public; to monitor and analyze allocate resources; to communicate effectively, both orally and in writing;  
Also, must have thorough knowledge of concepts and applications of Emergency Management; knowledge of the laws and codes applying to emergency management and communications; knowledge of 9-1-1 techniques and the capacities of computer, radio and telephone equipment; knowledge of the theories and practices of supervision; technical knowledge of a 9-1-1 communications center to include, Voice over IP, Next Generation 9-1-1, First Net, Computer Aided Dispatch, knowledge of data formats, including Master Street and Address Guide(MSAG), Automatic Number Identification (ANI) and Automatic Location Identification (ALI).
- The preceding statements are intended to describe the general nature and level of work being performed by personnel assigned to this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified. Performs other related duties as required.

**Qualifications:**

- Bachelor's Degree in a Public Safety or related field with five years' experience in emergency communications in a supervisory /management capacity preferred.
- Any combination of experience and training which provides the required knowledge, skills and abilities.
- Two year minimum experience with CAD software, data communications, public safety radio and console equipment.
- National Academy EMD experience preferred.
- NENA Center Manager Certification or equivalent preferred.

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria. Additional experience or education may be substituted on a two for one basis to meet minimum requirements. See ADA requirements for additional information.

**Equipment and Tools Used:**

Personal computers, copiers, calculators, microfiche equipment, mail machine, PC software (Word/Excel/Access).

**Abilities:**

Math - An understanding of percentages, fractions, ratios, rates, measurements and calculations is required.

Reading - Ability to read, comprehend, and interpret moderately complex manuals and instructions (including ordinances).

Writing - Ability to write instructions and communicate problems, procedures for supervision or for others. Ability to write correspondence to Township Officials, employees, customers, as well as state and federal agencies.

Speaking - Ability to clearly communicate information and questions related to all aspects of the job in person and over the phone using effective written and verbal communications skills.

**Physical Requirements:**

Lifting - up to 50 pounds on an occasional basis

Pushing - ability to transfer/push materials up to 60 lbs by pushing or the use of lift carts.

Movement - Ability to maneuver as necessary to use copier and personal computer equipment or supplies.

Kneeling, stooping occasionally.

Walking - frequently; Standing - occasionally; Sitting - constantly

Use of hands - constantly

Reaching - frequently

Vision - near vision required, color vision required.

Hearing - must be able to hear and understand normal speech in same room and on phone.

**Environment and Hazards:**

Noise - office environment.

Electrical hazards - rarely.

Caustic chemicals - no.

Extreme outdoor temperatures - no.

Traffic hazards – no.

Atmosphere hazards - no.

Moving equipment hazards - no.

Slip hazards – no.

Building hazards – no.

Dangerous persons - rarely.

High Pressure lines – no.

Heights – no.

Weapons – rarely.

Dust – no.

Biohazards – no.