



**JUN 2025**  
**FLSA: EXEMPT**

## **CITY OF WESTMINSTER**

### **POLICE COMMUNICATIONS MANAGER**

#### **DEFINITION**

Under general direction, manages, assigns, reviews, and coordinates the day-to-day activities of the public safety communications center and Emergency Operations Center (EOC); ensures work quality and adherence to established policies and procedures; assist with planning, identification, and implementation of dispatch related technology; creates and administers staff schedules; assigns dispatch personnel to training classes based on POST standards, POST compliance and individual needs; and performs related work as required.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Deputy Police Chief. Exercises direct supervision over dispatch supervisory staff and EOC personnel.

#### **CLASS CHARACTERISTICS**

This is a management classification responsible for planning, organizing, and managing the staff, operations and activities of the public safety communications center. Incumbents are responsible for performing diverse, specialized and complex work involving significant accountability and decision-making responsibilities, which include budget administration, program evaluation, and recommendation and implementation of policies, procedures, goals, objectives, priorities, and standards related to public safety dispatching. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of independence, initiative and discretion within established guidelines.

#### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, prioritizes, assigns, reviews, coordinates, and manages through shift supervisors, the day-to-day activities of the public safety communications center including responsibility for the operation and effective functioning of the dispatch center.
- Establishes schedules and methods for providing police dispatch services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
- Coordinates assigned services and operations with those of other divisions and outside agencies.
- Recommends, sets, and implements goals and objectives; makes recommendations for changes and improvements to existing standards, policies, and procedures.
- Select, train, and motivate staff; assess performance; review the work of staff to ensure compliance with departmental policies and procedures.
- Manages the preparation and administration of the assigned program budget; submits budget recommendations; monitors expenditures.
- Oversees, maintains, and updates a variety of dispatch records as required.

- Monitor and maintain a variety of dispatch equipment including computer-aided dispatch (CAD) system and other communications equipment; recommends the purchase of supplies and equipment for the public safety communications center; coordinates repairs to equipment with outside agencies.
- Ensure all dispatchers meet training requirements, including POST and other requirements set forth by the State of California.
- Prepares a variety of analytical and statistical reports and correspondence on operations and activities.
- Oversees and participates in updating the Communications Training Manual for the department.
- Responds to and resolves difficult and sensitive situations.
- Provides staff assistance to the Police Captain; performs special assignments, tasks and projects as assigned; prepares and presents staff reports and other correspondence as appropriate and necessary.
- Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of public safety dispatching; incorporates new developments as appropriate into programs.
- Make presentations regarding 911 and other public safety dispatching topics as necessary.
- Ensures staff comply with all City and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and training of staff in work procedures; principles and practices of leadership.
- Operations, services, and activities of a dispatch center.
- Computer Aided Dispatch (CAD) procedures and standard practices regarding public safety radio transmissions; terminology and procedures used in public safety dispatching.
- Statutory and decisional law relating to confidentiality of records and legal requirements for training and civil liability.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Methods and techniques of eliciting critical information in emergency situations from callers who are under stressful conditions.
- Functions, principles and practices of law enforcement agencies.
- Methods and techniques of determining appropriate responses to emergencies and dispatching needed resources.
- Principles and practices of municipal budget preparation and administration.
- Methods and techniques of scheduling dispatch staff for continuous and reliable service delivery.
- City and County geography, maps, streets, landmarks, and driving directions.
- Policies with respect to confidentiality and the release of sensitive information.
- Methods and techniques of preparing instructional materials.
- Principles and practices of data collection and report preparation.
- Business arithmetic.

- Applicable federal, state, and local laws, codes, and procedures relevant to area of responsibility.
- Record keeping principles and practices.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and programs, projects, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Coordinate and direct the day-to-day activities of the public safety dispatch center.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures and work standards.
- Develop ongoing and long-term staffing schedules.
- Prepare and administer assigned budget; analyze budget and technical reports.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Interpret, apply, and explain policies, procedures, and regulations.
- Attend to multiple activities simultaneously.
- Compile and summarize information to prepare accurate, clear, and concise reports.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic computations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to a bachelor's degree from an accredited college or university with major coursework in business or public administration, communications or a related field, and five (5) years of increasingly responsible experience performing public safety dispatch duties and two (2) years' experience in a supervisory capacity.

### **Licenses and Certifications:**

- Possession of P.O.S.T. Basic Dispatcher certificate.
- Possession of a valid CA Class C driver's license or other means that would allow for the ability to commute to meetings or trainings.

### **PHYSICAL DEMANDS**

Must possess mobility to work in the Emergency Services Communications Center and use standard office and emergency services dispatch equipment, including multiple computers and a diverse range of communications devices; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the telephone and radio. Performance of the work requires that positions frequently remain at a workstation for extended periods of time during their shift. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, and crawl below desk level to access cords and equipment; reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

### **ENVIRONMENTAL ELEMENTS**

Employees work in an environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.