

Middletown, CT Job Description

Classification Title	Director of Central Communications
Job Code	
Department	Central Communications
Union Group	Teamsters 671
FLSA Status	Exempt
Pay Grade	

PURPOSE OF POSITION

The purpose of this position is to manage, direct and administer all aspects of 911 Center. Manages the City's radio infrastructure for public safety communications. plan, implement and supervise the operations of the 911 Center for all City departments including the Board of Education and to supervise the emergency alarm system and to perform electronic/electrical work. The work is performed under the direction of the Mayor.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Plans, implements and supervises the operations of the 911 Center; prepares budget and capital expenditures; plans Center. Plans the response to major emergencies. Reviews and monitors department contracts.
- Manages Citywide and Dispatch Center projects. Develops plans to manage purchase and installation of new equipment. Coordinates installation of equipment. Secures funding to complete projects. Forecast long and short term needs of projects.
- Supervises department personnel. Interviews, tests and recommends candidates for hire; arranges hire. Arranges or conducts training and instruction. Plans, coordinates; assigns and reviews work; maintains standards; acts on grievances; allocates work. Allocates personnel and evaluates performance. Institutes disciplinary hearings for the purpose of issuing reprimands or suspensions as needed. Investigates complaints and responds to issues.
- Supervises and performs inspection, testing, maintenance and repair of electronic equipment in the Center and throughout the City; engineers, designs, builds and installs all electronics; prepares bids and specifications for equipment purchases. Performs scheduling, budgeting, purchasing and reporting duties. Responds to Freedom of Information requests for the public.

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- ~~Oversees the inspection, maintenance, testing and repair of all alarm systems; performs work on alarm systems.~~ Maintains Federal Communications licenses for the City and Board of Education.
- ~~Maintains all department phones, phone lines, operations, repair and expansion; maintains all microwave links to off premises sites.~~
- ~~Installs, tests and maintains mainframe and network within Dispatch, Police Department and Fire Departments.~~
- Responds to ~~any failure~~ situations and emergencies. Troubleshoots technical issues involving radio system or computer network.
- ~~Prepares a variety of reports, documents and correspondence.~~
- ~~Attends a variety of meetings including Directors, Council, LEPC, Emergency Services, Emergency Telecommunications, etc.~~ Participates in routine administrative and public meetings. Acts as city agent representing 911 Center.
- ~~Maintains knowledge of state and federal laws, NFPA Fire Codes, National Electrical Codes; ensures department compliance with these and other requirements.~~
- Perform other related duties as assigned.

MINIMUM JOB QUALIFICATIONS

Education and Experience

~~Associates degree in electronics or closely related field with vocational/technical training in Electronics or a related field with five years of related experience with progressively responsible supervisory experience or any combination of education and experience that provides equivalent knowledge, skills and abilities.~~ High School Diploma or equivalent and at least five years of experience in a high level administrative position in a Communications Center or other Public Safety organization with supervisory responsibilities.

~~Appropriate education substitutions can be made.~~

Other

- ~~Position requires Connecticut ISDN E-911 System Administrator and Telecommunicator certifications possession of a valid Connecticut driver's license~~

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and State of Connecticut Telecommunications Certificate within one year of employment.

PREFERRED QUALIFICATIONS

APCO Public Safety Communications Manager/Director Certification or NENA Center Manager Certification and experience as a high level administrator in a 911 Center.

KNOWLEDGE, SKILLS, and ABILITIES

- Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systematize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and oversee the execution of these decisions. Ability to develop and execute strategic planning
- Requires the ability to provide first line supervision. Ability to persuade, convince, and train others. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations. Ability to develop long and short term plans
- Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information such as payroll reports, budgets, contracts, directives, quotes, bids, logs, grievances, ordinances, schematics, product guides, statutes, procedures and non-routine correspondence. Knowledge of state-of-the-art communications and facility equipment
- Requires the ability to communicate orally and in writing with the Mayor and Mayor's Assistant all Communications personnel, City Directors, Chiefs, Council members, City employees, contractors, State and Federal agencies and the public. Ability to extrapolate data from various sources and create useable reports
- Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages and decimals; may require the ability to perform mathematical operations with fractions, algebra, geometry and trigonometry. Ability to create specifications lists and documents for procurement processes
- Knowledge of Connecticut Municipal employee relations act and labor unions
- Knowledge of local and school emergency plans
- Knowledge of radio system infrastructure
- Ability to supervise and evaluate employees

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- Ability to Pprioritize and assign work
- Knowledge in training, orienting, and managing personnel
- Ability to Relate to and interact with a non-traditional and diverse student and employee population
- Ability to Work independently
- Ability to Balance competing requirements and needs of client organizations
- Ability to Apply listening and interview skills, work under pressure, address conflict, solve problems, and make sound split-second judgments
- Ability to Read, analyze, and interpret standards, policies, procedures, and regulations
- Ability to Develop and write reports, policies, and correspondence
- Ability to Handle common inquiries or complaints
- Ability to Apply concepts such as fractions, percentages, ratios, and proportions to practical situations
- Ability to Define problems, collect data, establish facts, and draw valid conclusions
- Ability to Interpret an extensive variety of data and instructions in written, oral, schedule, mathematical, or diagram form and deal with several abstract and concrete variables
- Ability to Perform mathematical computations such as addition, subtraction, multiplication, division. Calculate percent distributions, increase rates, and similar computations.
- Ability to Exercise good judgment and focus on detail as required by the job
- Ability to Operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone
- Ability to Use (or learn to use) computer software and systems applicable to the position
- Ability to Follow oral and written instructions and procedures
- Ability to Collect, organize, and interpret data and prepare accurate records
- Ability to Compare data from a variety of sources for accuracy and completeness
- Ability to Organize large volumes of detailed data and information

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- ~~Ability to V~~erify and maintain accuracy of detailed data and information, detect data errors
- ~~Ability to M~~meet schedules and deadlines of the work unit
- ~~Ability to C~~ommunicate in English effectively orally and in writing
- ~~Ability to M~~aintain well-organized materials, files, systems and tools
- ~~Ability to A~~adapt to changes in work situations and priorities
- ~~Ability to R~~eason/analyze; use logic to identify and resolve problems
- ~~Ability to E~~valuate, organize, and summarize data and information
- ~~Ability to E~~stablish and maintain constructive and cooperative interpersonal relationships with staff, peers, supervisors, or managers in the work unit and other departments, as well as with staff of outside entities and other individuals, as applicable to the essential duties and responsibilities
- ~~Ability to S~~atisfy/ies the needs of internal and external customers accurately and promptly, treating customers with fairness and respect.

PHYSICAL REQUIREMENTS

- ~~Requires the ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as a computer and other office machines, service monitor, oscilloscope, spectrum analyzer, frequency counter, various meters and tools, and/or related materials used in performing essential functions.~~
- ~~Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.~~
- ~~Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five to ten pounds.~~
- ~~Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.~~

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Exerting up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

WORKING CONDITIONS

The working conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

~~• Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as temperature and noise extremes, electrical currents or machinery may cause discomfort and poses a limited risk of injury.~~

Position requires talking, hearing, seeing, grasping, standing, walking and repetitive motions.

The City of Middletown, CT is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Date created:	03/03/15
Dates revised	