

## State Patrol Communications Site Manager V61820

### DESCRIPTION OF OCCUPATIONAL WORK

Under administrative direction, participates in the overall planning, management, and operational improvement of the State Patrol public safety communications system. Manages, coordinates, and directs operations of an assigned regional law enforcement communications site and maintains balance between operations, resources, and needs while with delivering public safety communications from a regional perspective. Coordinates repair work within the communications center or site; oversees the integration and installation of various technological upgrades and conducts regular participatory reviews of site efforts. Prepares and submits management reports and recommends improvements to the Communications Director; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Positions in this class provide operational leadership to assigned employees, direct an assigned regional communications site, and ensure effective communication between a wide variety of State and local agencies and first responder entities engaged in providing safety and protection to the residents of the State of Nebraska. The managerial and administrative responsibilities of these positions distinguish it from State Patrol Communications Supervisor positions that directly oversee assigned staff during specific work shifts/locations, who are engaged in monitoring activities of and sharing information and other assistance with State Patrol officers and employees of State and local law enforcement agencies and other public safety organizations. May serve as a Communications Site Manager of multiple locations. Use of this job class is restricted to the Nebraska State Patrol.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Plans, organizes, coordinates, manages, and directs all operations and activities of an assigned communications site to provide communications support to law enforcement field staff and others. Participates in the establishment of Communications Division goals, coordination of operations, and other assignments.

Coordinates operational and administrative matters with other State Patrol divisions and external agencies, such as State Patrol troop commanders, Department of Roads, Nebraska Emergency Management Agency, local law enforcement officials, fire departments, and ambulance services. Develops and maintains effective relationships with these entities.

Develops data and recommendations to assist with preparing and administering the communications site budget including overtime and staffing allocation, and equipment needs. Oversees the purchase, requisition, and maintenance of supplies, equipment, and site facilities used.

Supervises State Patrol Communications Specialist Supervisors and other assigned staff. Directs the recruitment and selection process for hiring new staff. Directs assigned staff to make decisions in emergency situations requiring independent and personal judgment. Plans, schedules, assigns, and supervises the work activities of assigned staff and operations of one or multiple work sites and/or work shifts within a twenty-four hours, seven days-a-week work environment.

Develops and directs internal and external training programs. Develops staff and career development programs and staff career goals. Instructs assigned staff on security and emergency equipment and regulations; and briefs them on policies and procedures related to specific safety circumstances and interpersonal contacts with occupants, visitors, and the public. Evaluates potential and current staff and supervises assigned staff which would include completion of performance evaluations, recommendation and documentation of personnel actions, and enforcement of work performance standards, as needed.

Assigns, maintains, and schedules repairs and replacements of all communications equipment; evaluates the efficiency and effectiveness of technical operations and equipment and initiates enhancements. Troubleshoots problems with data and communications systems and computers; coordinates operational needs with vendors and systems users and information technology staff.

Establishes standard operating procedures, policies, and regulations for the communication regional site in conjunction with Statewide Communications operations. Establishes and maintains operational guidelines and procedures for the State's and agency's security systems as directed. Participates in the development of agency rules, regulations, and policies concerning the use of communications equipment and systems, including National Law Enforcement Telecommunications Systems (NLETS) and National Crime Information Center (NCIC) data information systems; represents the agency in matters concerning user agreements and accountability for the operation and security of terminals and use of information.

Directs the maintenance of operating records and submits related periodic reports as needed. Directs preparation or prepares records and data/information related to security functions or events and operational activities to provide administrative/budgetary documentation as required; directs maintenance of or maintains records on all identification cards/keys/access codes issues.

Serves as the primary liaison with public safety agencies, elected officials, media, vendors and the general public in regard to emergency communications matters, subject to guidance and boundaries set by the Superintendent of the State Patrol. Maintains liaison between the assigned communications site and the public, State employees, emergency/security agencies, and elected officials.

Composes and releases information to the news media concerning various incidents or situations; responds to requests for assistance and information from members of the public.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)**

Knowledge of: supervisory, office management, and organizational practices; emergency communications practices, especially in relation to law enforcement; federal, State, and local regulations concerning radio communications and E-911 systems and issues; human resources management practices pertinent to the communications center including but not limited to Fair Labor Standards Act, Family Medical Leave Act, and Equal Employment Opportunities requirements; employee development practices.

Skill in: Leadership, preparing written and oral communications; motivating employees and external public safety agencies to achieve common goals; applying employee development tools; using computer applications, such as Microsoft Office, Motorola trunked radios, and Global Positioning System based software.

Ability to: interact with agency employees, diverse members of the public, and officials of external public jurisdictions and emergency/safety organizations; use pertinent communications equipment and automated system applications and databases; supervise, manage, and develop individuals and teams performing a critical job function; develop and set goals and measures for work teams; learn and apply new communication and database technologies and software programs; solve problems and prioritize and conduct work during crisis/emergency situations; develop short and long term plans.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Associates degree in criminal justice, business administration, or related public safety field and two years of experience in supervising staff; OR at least two year's work experience in a communication center, call center, or 911 center and two years of experience in supervising staff.

LEGAL REQUIREMENTS: (These qualifications are mandated by federal/state laws, statutes, and/or regulations.)

Applicants must successfully pass pre-employment hearing and eyesight examinations, and security and background checks, and a psychological evaluation administered by a medical professional. Applicants must become National Crime Information Center (NCIC) certified within twelve months from the date of hire; failure to do so will result in loss of employment unless approved circumstances exist.

SPECIAL NOTES:

All incumbents of positions in this class require working extended periods of time while standing, walking, or sitting at a workstation in a work setting with computer and other excessive noise.

All incumbents may be required to travel frequently within the State driving a State-owned vehicle. Possession of a valid driver's license, or ability to obtain one within one month of employment, is required.

All incumbents must possess hearing that is correctable to a range to permit radio and telephone conversations with external field units, and vision that is correctable to a range to permit reading of computer monitors, maps, and printouts.

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).

Established: 04/14

Note: Classification-specification is subject to change. Please refer to the Nebraska State Personnel Job Specification website at <https://das.nebraska.gov/personnel/classcomp/jobspecs/jobspecs.html> to ensure this represents the most current copy of the description.

The following is a summary of changes made to this class specification.

V61820 – STATE PATROL COMMUNICATIONS SITE MANAGER - continued

Section	Change Description	Effective Date
All sections	Updated verbiage, MQ's, legal requirements	03/18/21