

DESCRIPTION: Under administrative direction, administers statewide public safety communications operations providing services to law enforcement officers and emergency management representatives from various agencies and entities throughout the State of Nebraska, and to other external state and local jurisdictions as needed. Plans and directs the functions and activities of the Nebraska State Patrol (NSP) communications operations, and advises NSP command staff and other law enforcement agencies, civil defense operations, and other emergency services; 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.)

This single position job classification performs administrative work to direct statewide coordinated communication services for public safety involving multiple agencies and locations with different jurisdictions and authorities including law enforcement, roadways, public lands, wildlife, infrastructure, utilities, fire and toxic waste hazards. Work is performed independently and subject to periodic consultations with the NSP Patrol senior management when unique problems arise.

Serves as the primary liaison for the communications operations with allied law enforcement agencies, other state and federal agencies, public safety agencies, elected officials, media, vendors, and the public in regards to emergency communications matters, subject to guidance and boundaries set by the Superintendent of the State Patrol. Supervises assigned managers, supervisory, and communication staff and manages operations based in central office and field communications centers.

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

Formulates and executes goals and objectives, strategic and long-range plans, and disaster management communications plans and procedures. Provides executive reports and presentations to NSP commanders.

Plans, organizes, and directs multiple communication center operations and activities to support law enforcement field operations and others such as fire or emergency medical services, and disaster management operations. Establishes protocols for the communications operations to comply with Nebraska, federal, state, and local regulations concerning communication operations.

Provides liaison and coordinates operational and administrative matters to organize efforts and resources, and resolve issues impairing the effectiveness and efficiency of law enforcement community interactions.

Reviews services provided to ensure agency and user needs are met and that they comply with administrative and professional procedures and protocols of the communications operations.

Evaluates malfunctions with equipment, communications/radio systems and computer technology; develops and implements plans of correction.

Participates in, and as needed, authorizes the development of NSP rules, regulations and policies concerning the use of communications equipment and systems, including OLETS, NLETS, and NCIC data information systems; represents the NSP in matters concerning user agreements and accountability for the operation and security of terminals and use of information.

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Directs and monitors compliance with NSP management directives and policies governing the operations assigned for continuous quality improvement. Monitors the CALEA accreditation standards and approves all corrective action plans, proficiency examination results, and policy changes.

Conducts on-site inspections of communication centers in an assigned zone or region to evaluate operations and personnel and ensure compliance with established policies and procedures

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

Directs the access to and security of safety sensitive operational facilities, communications equipment, and computer databases.

Oversees equipment and other inventories and records storage, to ensure adherence with established work practices, protocols, and standards. Evaluates and recommends new equipment, and software and hardware communications purchases needed to maintain current technology for provision of high quality services. Plans and approves all purchasing plans, timelines, and budgets for the efficient functioning of the communications operations. Administers the purchase, requisition, and maintenance of all assigned supplies, equipment, and facilities.

Directs the development of the communications budget, staffing reports, and other administrative directed reports and presentations. Approves and coordinates grant applications and administration of awarded grants.

Coordinates development and approval of written directives for the safe functioning of the communications operations. Maintains standards for current knowledge of communication services for enforcement officers, assigned staff, and other individuals relying to ensure maximum health/safety. Directs the development of any new protocols/practices that provide the best services possible. Informs and confers with NSP staff and other enforcement agencies/jurisdictions to develop and implement protocols, plans, and procedures.

Determines the basis for personnel actions such as hiring, promotion, discipline, and training. Reviews and monitors work products and reports to ensure compliance with work practices, protocols, and standards. Determines and promotes career development of assigned staff.

Plans, assigns, and directs the work activities of assigned center supervisors and field managers to facilitate the attainment of communications operational goals and to ensure the consistent application of administrative and/or technical policies, procedures, and standards. Reviews performance and determines appropriate personnel actions such as promotions, disciplinary actions, status changes, separations, and grievances.

Develops and implements training programs for internal and external staff, including presentations at national conferences and to other law enforcement or public safety agencies and organizations.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: federal and State laws, administrative rules, agency policies, procedures, and standards governing database information systems used by assigned staff and law enforcement officers; the roles, responsibilities, and work relationships of various law enforcement and criminal justice agencies - jurisdictions within Nebraska; NSP administrative, personnel, and financial policies and procedures; the principles of multi-agency communications and jurisdictional - organizational structures and operations; criminal justice laws and investigative operations; supervisory and personnel practices; NSP policies and procedures, personnel rules, and labor contracts applicable to supervision of staff; the scope and impact of the operations administered and their relationship with programs, sections, and organizations inside and outside the agency; NSP missions, goals, and objectives; source material and guidelines for resolving issues not covered by precedent or established agency policies; State, federal, and local government structure, programs, and operations; federal laws and State statutes impacting agency operations.

Skill in: making decisions; analyzing policy issues; formulating solutions to problems; developing service delivery processes; handling public relations; addressing supervisory and organizational needs.

Ability to: coordinate administrative and program operations and activities; promote the goals and decisions of the assigned communications function to criminal justice, judicial, and other jurisdictional representatives; use capabilities of assigned staff to achieve productive efficient operations; mentor and develop staff for future leadership roles within the agency; plan, assign, supervise, and evaluate the work of assigned staff; evaluate and recommend changes to equipment, policies, and procedures; implement program objectives and performance goals; assess progress toward achievement of program objectives and adherence with program standards; understand and support management policies and procedures that impact established operations and goals; develop work priorities for effective use of available resources and staff; analyze organizational and operational problems and develop timely and economical solutions; communicate, in person and by telephone, email, radio, and correspondence, with agency employees, representatives of other agencies, and the public.

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

Five years experience in coordinating, supervising, or managing the staff or operations of a communication center or agency engaged in law enforcement, emergency management systems or 911 operations, computer information transmission, and disaster management communications operations, and bachelor's degree in business administration/management, paralegal studies, public administration, emergency communications, criminal justice, or related field.

SPECIAL NOTES:

Applicants must successfully complete an extensive background screening prior to being employed, which includes completion of a Personal History Questionnaire. They will be screened for a record of criminal activity and criminal history using a fingerprint-based check employment or assignment and before unconditional employment is offered. Applicants must be free of felony convictions. Applicants cannot maintain a continuous associations or dealings with persons, groups, or organizations that they know, or should know, are persons or groups or organizations, under criminal investigation or indictment, or who have a reputation for present, ongoing involvement in felonious or criminal behavior.

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Incumbents must be certified by the Emergency Medical Dispatch and the National Crime Information Center or be able to obtain certification within one year of employment.

Incumbents must successfully pass pre-employment hearing and eyesight exams. Hearing must be correctable to a range to permit radio and telephone conversations with field units. Vision must be correctable to a range to permit reading of computer monitors, maps, and printouts.

Extensive in-state travel is required. Must possess a valid driver's license or the ability to provide independent authorized transportation.

Occasional varied work schedules may be necessary for the 24 hour/7 day a week operations of the communications function.

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).