

Job Code:.....101687
Position#:..PSA (E)....
Developed by:.....SA
Reviewed by:..... DLJ
Approved by:..... LK
Date:... 12-2023

UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Manager, Public Safety Telecommunications
DIVISION: Administration and Finance (Public Safety)
REPORTS TO: Director of Public Safety or Assistant Director of Public Safety
GRADE: 9
SUPERVISES: Telecommunicators

BASIC FUNCTION:

Oversee a multi-campus 24/7 communication system involving collection, processing and dissemination of police/enforcement information and data relative to violations or laws, rules and regulations involving EMS, parking services, security, fire/life safety, and environmental health units for all campuses. Develop and set strategic direction for operational excellence by conducting needs assessments for personnel, equipment, performance reviews, capacity planning, and technology management. Handle confidential, sensitive information and records.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Plan, organize, and coordinate the functions and operations of the University's Public Safety Communications Center; take quick and decisive actions in response to escalating situations.

Supervise, assign, train, and evaluate employees in the performance of public safety telecommunications. Schedule and assign shift personnel; maintain adequate staffing levels.

Develop and implement emergency and standard operating procedures for the Public Safety Communications Center.

Oversee and facilitate the process of professional emergency dispatcher certification for all staff.

Support accreditation of the URI Department of Public Safety.

Support safe and effective public safety operations through radio and telephone communication systems, teletype and automated data systems, and monitoring of fire/intrusion alarms and closed-circuit television systems.

Inspect, administer, and monitor the performance of telecommunications systems including, but not limited to, public safety answering point communications consoles which may include multi-line telephone routing technology, GIS mapping software, overhead imagery software, computer-aided dispatch software, texting software, emergency medical dispatch (EMD) software, intercity police and fire radio and voice-recording equipment and other related software as directed. Plan and coordinate maintenance and upgrades to electronic and computer equipment as needed.

Fulfill telecommunications-related public and internal information requests while ensuring the department's compliance with any rights, limitations, or restrictions imposed by law to the use of such records; Ensure that records are made available in a timely manner where defined by law as open records.

Ensure that radio transmissions comply with Federal Communications System (FCC) regulations and departmental policies; maintain integrity and accuracy of calls and activities generated into CAD (computer aided dispatch) system.

Activate the University's Emergency Notification System (ENS) when called upon; Provide training to dispatch personnel in use of the ENS.

Receive and investigate complaints related to Center operations. Draft written responses or recommendations for corrective action.

Be responsible for quality control and customer service standards; contribute information and analysis to organizational strategic plans for review.

OTHER DUTIES AND RESPONSIBILITIES:

Perform all duties of a Public Safety Telecommunicator as necessary.

Serve as liaison to URI Police and URI EMS supervisors as needed; Serve as liaison to the URI Emergency Operations Center when activated.

Serve as a Campus Security Authority as defined by the Jeanne Clery Disclosures of Campus Security Policy and Campus Crime Statistics Act (Clery Act).

Must be able to work various shifts as assigned.

Serve on committees/councils as requested.

Perform other related duties as required.

LICENSES, TOOLS, AND EQUIPMENT:

Following appointment, must successfully complete the following:

Must successfully complete an approved first aid training program within six months, and thereafter must maintain current certification as a condition of employment.

Must obtain Emergency Medical Dispatcher (EMD) certification requiring three and a half (3.5) days of training, and thereafter must maintain such certification as a condition of employment.

Must obtain Emergency Dispatch Quality Assurance (EQ-D) certification requiring two (2) days of training, and thereafter must maintain such certification as a condition of employment.

Must complete ICS 100 and ICS 200 FEMA courses and certification.

Must submit to and successfully pass a comprehensive background investigation.

ENVIRONMENTAL CONDITIONS:

Considered as "essential personnel" and therefore must provide public-safety emergency communications services and are required to work during adverse weather conditions, which may require travel during adverse weather conditions. May be required to respond to emergencies outside of normal business hours, as needed. Required to carry a cell phone at all times. May be required to remain on duty for extended periods when staffing or other emergencies exist.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Minimum four years of telecommunications and/or call center experience; Demonstrated customer contact and service delivery experience; Minimum two years of supervisory experience; Demonstrated knowledge of public-safety environments; Demonstrated knowledge of emergency communications practices, procedures, professional standards, and regulatory requirements; Demonstrated experience in the operation of communications equipment (i.e., telephones, voice recording systems, computer terminal and input keyboard, and radio transmitters); Demonstrated knowledge of and experience with public safety records management systems and/or computer aided dispatch systems (e.g., IMC, ImageTrend); Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency with written communication skills; Demonstrated ability to maintain confidentiality; Demonstrated administrative and organizational skills; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Current certification as a Public Safety Telecommunicator, Emergency Medical Dispatcher, and/or Communications Training Officer by the International Academy of Emergency Dispatch (IAED), the Association of Public-Safety Communications Officials (APCO), or equivalent organization.; Demonstrate experience in a public safety emergency dispatch/communications center; Demonstrated experience in developing standard operating procedures for emergency telecommunications; Demonstrated experience in training emergency telecommunications staff; and Demonstrated experience developing and/or implementing a telecommunications quality assurance/quality improvement (QA/AI) program.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.