CLASS SPECIFICATION
Emergency Communications Program Manager

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under direction, is responsible for working with regional emergency services responders and jurisdictions to coordinate communication and cooperation on joint projects or activities; promotes, develops, and coordinates projects and policy initiatives to maximize the effectiveness of the Bureau of Emergency Communications; negotiates and develops changes in Bureau and partner agency protocols required by changing technology and service delivery needs according to diverse agency interest and Bureau priorities, resources and capacities; manages Bureau research functions by overseeing data retrieval from archives and databases; coordinates and monitors investigation of complaints from the public and other agencies; has the authority to commit Bureau resources and personnel to regional emergency service initiatives; is a member of the senior executive leadership team of the Bureau; reports to the Director and may be designated Acting Bureau Director in the absence of the Director; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An Emergency Communications Program Manager is responsible for working with regional emergency management agencies to negotiate for and obtain cooperation with bureau activities and projects, and to coordinate activities. Employees in this classification manage initiatives, recommend and implement changes in Bureau policies and procedures in order to meet Bureau and partner agency communications requirements and optimize service delivery; and recommend changes in policies and procedures to leaders of state, federal, and regional fire, rescue and emergency management organizations. This position has daily contact with key leaders in the police, fire, rescue and emergency management community and with civic leaders.

Emergency Communications Program Manager is distinguished from Emergency Communications Operations Manager in that the incumbent in the latter class is responsible for managing delivery of call taking and dispatch services to partner agencies through subordinate supervisors and for implementing policies and procedures. The Emergency Communications Program Manager is responsible for working with external regional emergency service agencies, particularly partner agencies, to coordinate specific projects and programs and to develop shared policies and procedures that meet bureau and partner agency needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Works with partner agencies to adapt protocols and procedures to changes in technologies and services requirements; promotes Bureau interests while crafting solutions which take partner agency needs and interests into account; negotiates with partner agencies when various interests conflict. Partner agency organizations include but are not limited to Portland Police, Multnomah

County Emergency Medical Services, Multnomah County Sheriff, Gresham Police, Troutdale Police, Wood Village Police, Fairview Police, Vancouver Police, Clark County Sheriff, the Oregon State Police, Washington State Patrol, Port of Portland Police, Tri-Met, the FBI, the ATF, the Secret Service, the CIA, the Coast Guard, military police assigned to the major branches of the service, Portland Fire & Rescue, Gresham Fire & Rescue, Tualatin Valley Fire & Rescue, Vancouver Fire & Rescue, Port of Portland Fire & Rescue, the Coast Guard, FEMA, Mountain Rescue, local hospitals, health organizations and non profits, and various rural fire districts.

2. Works with the BOEC Executive Team to arrive procedures and protocols which meet Bureau Operational needs, capacities, and budget and while satisfying partner agency requirements.

3. Gathers and compiles operational statistics to evaluate Bureau process improvement efforts and shares with regional emergency service agencies; coordinates pilot studies; evaluates and analyzes impact of proposed changes, technologies, or programs and may independently appeal or reject partner agency directives which are contrary to Bureau mission.

4. Participates and represents the Bureau in regional emergency service committees, commissions, and task forces which address protocol integration, mutual aid arrangements or other regional concerns; coordinates with partner agencies to assure involvement and participation in joint activities or projects.

5. Manages Bureau research and records management functions; oversees data retrieval from Bureau archives and database; serves as the City's principal forensic researcher and "Custodian of Record" on matters involving 9-1-1 and non-emergency call process and public safety dispatch; coordinates research for complex multiple incident requests; ensures that Bureau practices regarding records retention and release are in compliance with legal and policy guidelines.

6. Provides leadership and works with staff to create a high performance, service-oriented work environment that supports the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.

7. Researches trends in emergency management and recommends actions to reduce risk to citizens and emergency responders.

8. Reviews proposed legislation for impact on Bureau operations and recommend changes in Bureau policies and procedures to comply with new legislation and regulations; makes presentations to Bureau management and City officials to explain proposed and new legislation and their impact on bureau operations; makes presentations and represents the Bureau to the City Council, legislative committees and other bodies.

9. Directs the investigation and resolution of complaints from other agencies and the public regarding the Bureau's activities and/or decisions; manages customer and partner agency satisfaction initiatives and ensures quality customer service; attends public meetings and makes presentations.

10. Manages special projects as assigned by the Bureau Director.

Other Duties

1. Performs Background checks on new employees; authorizes access to the building.

2. May administer LEDS certification and access.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Theory, principles, practices techniques and technology in the field of emergency communications for a large public safety answering point and emergency services dispatch center.

2. Policies, procedures and operations of various fire, police and emergency services partner agencies as they pertain to emergency communications.

3. Management principles and practices, organization and management theories and techniques, and principles and practices of public administration including purchasing, contracting, reporting and maintenance of confidential employee records.

4. Research methods and statistical analysis techniques; principals and practices of maintaining the security of sensitive information while providing the public with accurate and timely information.

5. Principles and practices of group process facilitation and conflict resolution in sensitive situations.

6. Federal, state and local laws applicable to areas of responsibility.

7. Effective community and public relations methods and practices.

8. Principles and practices of sound business communication.

9. Operation of standard business computer software.

Ability to:

1. Establish and maintain effective relationships with members of partner agencies, law enforcement and fire agencies, elected officials, all levels of City, state and regional governments, community and business organizations, employees, the public and others encountered in the course of work while continually improving service to the community as a whole.

2. Promote and gain acceptance of initiatives and resolve conflicts involving multiple parties representing diverse interests.

3. Exercise tact, diplomacy, creativity and flexibility in problem solving complex, confidential and/or sensitive issues, problems and situations.

4. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.

5. Understand, interpret, apply, develop and modify rules, protocols, and procedures within the context of laws and regulations governing the use and transmission of criminal, medical, and personal information.

6. Understand, interpret, apply and explain relevant city, state and federal laws, policy, regulation and court decisions applicable to areas of responsibility.

7. Organize, set priorities and exercise sound independent judgment within areas of responsibility.

8. Effectively represent the Bureau in public forms and with agencies providing emergency response service.

9. Exercise sound, expert independent judgment within general policy guidelines.

10. Prepare clear, concise and comprehensive analytical reports correspondence, studies and other written materials.

11. Apply the principles, practices, tools and techniques of program/project planning and management, including budget development and management.

12. Present information clearly, logically and persuasively.

13. Collect, evaluate and interpret appropriate and applicable statistical or narrative data.

14. Communicate effectively both orally and in writing.

15. Serve as custodian of sensate and confidential information. Maintain confidentiality.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is at least five years of experience as manager or operations supervisor in a law enforcement, fire or emergency communications agency; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02
Revised: 02-21-08 Updated language to compare this classification to the Assistant Emergency Communications Operations manager
Revised 7/25/11 Changed title from Emergency Communications Program Coordinator and updated duties and responsibilities to more accurately describe the complexity of the work.

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):

0326 EMERGENCY COMMUNICATIONS SUPERVISOR II. Adopted: 6-18-97
0970 PROGRAM MANAGER II. Adopted: 07-01-92
June 2009 - Change Job Class number from 7985 to 30000789, due to system change.