

# City of Fort Worth, Texas

## Job Description

<b>Classification Title</b>	Assistant Public Safety Support Manager		
<b>Job Code:</b>	PR1111	<b>Job Family:</b>	Professional
<b>Pay Grade</b>	611	<b>Date Reviewed:</b>	06/26/15
<b>FLSA Status</b>	Exempt	<b>Date Revised:</b>	03/29/2024

### GENERAL SUMMARY

Assists in the management, direction, policy implementation and responsibility in the operations of assigned division within the Police Department; coordinates assigned activities with other divisions, departments and outside agencies; and provides complex administrative support to senior management.

### 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. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; and recommends appropriate service and staffing levels.
3. Assists in directing the operations of a major division, including the performance of criminal history checks and the accessing of criminal information.
4. Oversees the monitoring of city alarms systems; monitors security of various municipal buildings; and identifies needed emergency responses and dispatch staff.
5. Assists in development and implementation of plans and procedures for various emergency dispatching situations, including re-routing of emergency calls to appropriate jurisdiction.
6. Oversees and participates in the response to emergency and non-emergency calls and situations; and ensures proper routing of calls or dispatching of staff.
7. Participates in the development and administration of the division's annual budget; participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; and implement adjustments.
8. Serves as the liaison for assigned division with other divisions, departments and outside agencies; serves as staff on a variety of boards, commissions and committees; provides staff assistance to senior management; and prepares and presents staff reports and other necessary correspondence.

9. Conducts a variety of organizational studies, investigations and operational studies; analyzes data and identifies trends; and recommends modifications to programs, policies and procedures as appropriate.
10. Performs other related duties as required.
11. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**
  - Operational characteristics, services and activities of an emergency communication and dispatching program.
  - Principles and practices of emergency 911 systems.
  - Divisional standard operating procedures.
  - Principles and practices of program development and administration.
  - Methods and techniques of emergency dispatching.
  - Principles and procedures of developing training modules, lesson plans and curriculum.
  - Operations and services of a Police Information Center.
  - Police department General Orders.
  - Methods and techniques of police records research and file retrieval.
  - Operational characteristics of emergency communication and dispatching equipment.
  - Principles and practices of municipal budget preparation and administration.
  - Principles of supervision, training and performance evaluation.
  - Pertinent Federal, State and local laws, codes and regulations.
  - City of Fort Worth Personnel Rules and Regulations.
  - Departmental call processing and dispatch response goals.
- **Skill in:**
  - Computers and applicable software.
  - Problem solving and decision making.
  - Organization and time management.
  - Reasoning and analysis.
  - Technical troubleshooting.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing.
  - Oversee and participate in the management of alarms unit, police information center and emergency dispatching programs.
  - Oversee the response to city alarms.
  - Conduct disciplinary investigations.
  - Oversee, direct and coordinate the work of subordinate employees.
  - Select, supervise, train and evaluate subordinate employees.
  - Participate in the development and administration of division goals, objectives and procedures.
  - Participate in budget preparation for assigned programs.

- Analyze, interpret and report research findings.
- Prepare clear and concise administrative and financial reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze and evaluate new service delivery methods and techniques.
- Interpret and apply Federal, State and local policies, laws and regulations.
- Establish and maintain effective working relationships.

## **MINIMUM JOB REQUIREMENTS**

Bachelor's degree from an accredited college or university with major course work in communications, public administration or a related field and five years of increasingly responsible public safety communications experience including two years of administrative and supervisory responsibility.

## **OTHER REQUIREMENTS**

When assigned to Police Communications, must possess a current Texas Commission on Law Enforcement (TCOLE) Advanced or above Telecommunicator Proficiency Certification at time of job offer.

Must meet CJIS requirements.

## **WORKING CONDITIONS**

*The work environment characteristics 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.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking and repetitive motions.

## **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.