

# City of Fort Worth, Texas

## Job Description

<b>Classification Title</b>	Public Safety Support Manager		
<b>Job Code:</b>	MG1501	<b>Job Family:</b>	Management
<b>Pay Grade</b>	613	<b>Date Reviewed:</b>	07/16/15
<b>FLSA Status</b>	Exempt	<b>Date Revised:</b>	03/29/24

### GENERAL SUMMARY

Manages, supervises and coordinates the activities and operations of major divisions within the Police Department. Coordinates assigned activities with other divisions, departments and outside agencies; and provides complex administrative support to the Police Deputy Chief.

### 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. Assumes management responsibility for assigned services and activities of the assigned major division. Manages call volume, dispatch volume and PIC inquiries; and ensures appropriate staffing to answer emergency calls.
3. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs. Recommends and administers policies and procedures.
4. Plans, directs, coordinates and reviews the work plan for operational activities of an assigned division; assigns work activities, projects and programs; reviews and evaluates work products, methods and procedures; and meets with subordinate employees to identify and resolve problems.
5. Monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned programs, service delivery methods and procedures; and works with employees on the continuous improvement of city services.
6. Plans, develops, implements and coordinates operational functions.
7. Oversees the response and resolution of citizen complaints and requests.
8. Oversees and 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 implements adjustments.

9. Serves as the liaison for assigned division with other divisions, departments and outside agencies. Negotiates and resolves sensitive and controversial issues.
10. Serves as staff on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence; and provides responsible staff assistance to the Deputy Police Chief.
11. Conducts a variety of organizational studies, investigations and operational studies; and recommends modifications to programs, policies and procedures as appropriate.
12. Performs other related duties as required.
13. 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.
14. Pursuant to the City of Fort Worth's Code of Ordinances and Personnel Rules and Regulations, employees in this position cannot file an appeal of disciplinary actions taken against them.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**

- Operational characteristics, services and activities of an emergency communication and dispatching program and/or police records, identification, property control, report entry and auto pound programs.
- Principles and practices of emergency 911 systems and/or police records management and property control systems.
- Departmental call processes/goals and dispatch processes/response goals.
- Principles and practices of program development and administration.
- Methods and techniques of emergency dispatching and/or crime reporting and property control.
- Operational characteristics of emergency communication and dispatching equipment (depending on area of assignment).
- Operational characteristics of office equipment, including but not limited to computer data entry and property control equipment (depending on area of assignment).
- Principles and practices of municipal budget preparation and administration.
- Principles of supervision, training and performance evaluation.
- Police Department General Orders.
- Communications Division Standard Operating Procedures.
- Pertinent Federal, State and local laws, codes and regulations.
- City and Department Purchasing process.
- City of Fort Worth Personnel Rules and Regulations.

- **Skill in:**

- Analytical and critical thinking.
- Organization and time management.
- Computers and applicable software.
- Interpersonal relations.
- Strategic planning.

- Delivering presentations.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing.
  - Oversee and participate in the management of a comprehensive emergency communication and dispatching program and/or records management system.
  - Oversee the response and resolution of citizen complaints and requests for emergency services.
  - Ensure adherence to established dispatching and/or records management guidelines and regulations.
  - 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.
  - Prepare and administer large program budgets.
  - 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 six years of increasingly responsible public safety communications experience including three years of administrative and supervisory responsibility.

## **OTHER REQUIREMENTS**

When assigned to Police Communications, must possess a current Texas Commission on Law Enforcement (TCOLE) Master 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, 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.*

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.