

City of Fort Worth, Texas

Job Description

Classification Title	911 Communications Administrator		
Job Code:	DD1711	Job Family:	Deputy Department Head
Pay Grade	308	Date Created:	6/1/2023
FLSA Status	Exempt	Date Revised:	9/13/2024

GENERAL SUMMARY

Assists in planning, directing, managing and overseeing the activities and operations of the City of Fort Worth 911 Emergency Call Center to include Fire, Police and EMS communications and dispatch services. Ensures compliance with federal and state protocols and regulations, managing technological systems, and fostering collaboration with other emergency response agencies.

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. Coordinates efforts between the public safety departments including Fire, Police, outside agencies, and other Public Safety Answering Points (PSAPs) to review and enhance operations, resolve problems and provide recommendations to achieve the best practices and responses to public demands for services provided by public safety.
3. Manages and participates in the development and implementation of policies, procedures and protocols for emergency call handling, dispatching and incident reporting. Recommends and administers policies and procedures.
4. Leads the development and administration of the department budget; approves the forecast of funds needed for staffing, equipment, materials and supplies; approves expenditures; and implements budgetary adjustments as appropriate and necessary.
5. Develops appropriate long-range plans, including strategic capital improvements, staffing and other initiatives. Prepares specifications for the acquisition of telecommunications equipment and maintenance contracts. Ensures proper operation and management of communications equipment systems in the call center such as computer-aided dispatch (CAD) and other communication devices to include purchases, upgrades, and coordination efforts with hardware/software vendors.

6. Prepare reports and analyze data on call volumes, response times and other performance metrics to assess areas for improvement and make informed decisions about resource allocation and operational changes.
7. Investigates and responds to citizen complaints and inquiries regarding 911 calls and dispatched service calls for Fire, Police and EMS services.
8. Reviews and develops training programs for 911 operators and dispatchers to ensure staff has the necessary skills and knowledge to handle emergency events.
9. Serves as the City of Fort Worth liaison for all public safety agencies regarding emergency communication issues. Negotiates and resolves sensitive and controversial issues.
10. Participates in local and regional committees, boards and commissions and committees to facilitate long range planning and improvement of 911 communications; prepares and presents operational and statistical reports and other necessary correspondence; and provides responsible staff assistance to City Management.
11. Performs other related duties as required.
12. 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.
13. 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 operations as these relate to Fire, Police, and Emergency Medical Services (EMS).
- Operations understanding of Body of Knowledge as approved by National Emergency Number Association (NENA) Executive Board telecommunication operations, Information systems, legislations, management of organization and management of employees.
- Principles and practices of emergency 911 systems and/or Police, Fire, EMS 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.
- Principles and practices of municipal budget preparation and administration.
- Principles of supervision, training and performance evaluation.
- CJIS Standards and requirements.
- Police Department General Orders.
- Fire Department Standard Operating procedures, Information Bulletins, and Regulations.

- Communications Division Standard Operating Procedures.
- Pertinent Federal, State and local laws, codes and regulations governing emergency communications.
- 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.
 - Prepare and implements the emergency operations plan of the 911 networks.
 - 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.
 - 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, Emergency Medical Services, Public Administration or a related field and seven (7) years of increasingly responsible public safety communications experience in public safety communications, including three (3) years of supervisory responsibility.

OTHER REQUIREMENTS

Valid Texas Driver's License.

Ability to obtain certain certifications, including but not limited to an Emergency Number Profession Certification, CJIS, TCOLE and the Basic National Incident Management System training (ICS 100 and 200) from FEMA.

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.