

The City of Springfield announces an Unclassified position opening for COMMUNICATIONS MANAGER with the 911 Combined Dispatch Center.

SALARY RANGE: \$54,912 to \$70,034 (including excellent benefits)

This is highly responsible administrative and managerial work managing the City's Combined Dispatch Center for Police, Fire, EMS, and 911 calls. The Communications Manager will be responsible for planning, organizing, and coordinating the activities of the Center. The Manager will direct the center's operational goals, objectives, policies, and procedures, and balance short and long-term goals for the center consistent with the overall strategic planning process. The Manager will ensure compliance with all applicable codes, laws, policies and procedures. Manager is required to respond to public records requests pertaining to Communications Center activities. Responsible for responding to court issued subpoenas and represents Center in various courts as required.

Work will involve planning and assigning work, training, evaluating employee performance, receiving and resolving complaints, selection and promotion of personnel, formulating work procedures, resolving operational issues/problems, budgeting, labor and employee relations issues, preparing specifications for equipment purchases and reviewing bid documents, establishing and maintaining performance standards, and assuring consistent adherence to responsive, timely, customer service. The Manager will be heavily involved with on-going projects involving the mobile data communications system, interoperability systems and wireless 911 call for service implementation.

This position requires a minimum of (3) three years of experience in management activities of a combined dispatching center. A Bachelor's Degree in business administration, management, or a related field is preferred. The successful candidate will possess exceptional IT technical training and/or experience related to this position. Outstanding leadership, managerial and interpersonal skills are essential in this position.

Submit application and resume by **December 2, 2016** to the Personnel Department, 76 East High Street, Springfield, Ohio 45502. Application materials may be downloaded from the City's website at www.springfieldohio.gov



Natalie Payton
Personnel Analyst

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