



**COUNTY OF EL PASO (CO)**  
invites applications for the position of:

# Assistant Communications Manager

**SALARY:** \$3,074.87 Biweekly

**OPENING DATE:** 05/12/19

**CLOSING DATE:** 05/17/19 05:00 PM

**DEPARTMENT:** Sheriff's Office

**JOB TYPE:** Full-Time

**FLSA STATUS:** Non-Exempt

**PAY BAND:** 000, Pending

**JOB NUMBER:** 19211

**ESSENTIAL JOB FUNCTIONS:**

Supervises Communications Center personnel and activities of the Communications Center on a day to day basis. Provides supervision, mentoring and guidance to Communications Shift Supervisors, CAD Administrator and Training Coordinator. Assists the Communications Manager with research, contract writing and statistical reporting. Assists in the preparation of long term plans and makes budgetary recommendations. Acts as the primary point of contact for supplying necessary CAD documentation for Office grants. Provides statistical CAD data to Crime Analyst upon request. Responsible for purchasing routine Communications Center supplies. Responsible for quarterly billing. Submits work orders for maintenance issues and ensures resolution. Assists with the coordination of hiring/testing/interviewing of new applicants. Oversees the functions of dispatch consoles, phone systems, computer aided dispatching programs (CAD), records management systems (RMS), and all workstation computers that support the operation of the Communications Center. Provides operational support through managing software systems utilized in the emergency dispatch environment. Performs the duties of an Emergency Services Call Taker, Emergency Services Dispatcher or Communications Shift Supervisor as necessary.

- Supervises shift operations and personnel in the Communications Center.
- Maintains or delegates maintenance of the daily schedule.
- Mentors, guides and assists Communications Shift Supervisors, CAD Administrator and Training Coordinator. Completes performance evaluations for assigned personnel.
- Recommends promotions, awards, training and discipline as necessary.
- Functions as the primary point of contact for projects and requests for statistical information.
- Oversees the Emergency Dispatch Protocols, to include delegation of quality assurance, continuing education, statistical reports and attends associated meetings. Supervises the maintenance of the Paramount and AQUA software programs. Manages and/or delegates the International Academy of Emergency Dispatch re-accreditation process.
- Manages the digital recording programs, maintaining compliance with Sheriff's Office and evidentiary procedures. Provides training for new users; creates user entries and assigns permissions.
- Provides input to the Communications Manager on budgetary actions of the Center. Responsible for making purchases as needed for daily operations.
- Conducts research and assists in preparing Communications Center proposals and contracts. Manages all Communications Center billing.

- Acts as the primary representative with other agencies for table top scenarios and exercises. As such, is responsible for developing written plans for the Communications Center.
- Maintains and updates the Emergency Action Plans for government owned dams in El Paso County.
- Coordinates with the Radio System Project Manager to ensure effective operation of the Sheriff's Office radio network.
- Manages and/or delegates the CALEA project and associated research.
- Manages, reviews, makes recommendations and updates the Standard Operating Procedures (SOPs). Ensures that all associated files within the Computer Aided Dispatch (CAD) system are up to date.
- Prepares audio recordings when necessary.
- Assists in testing, interviewing and evaluating job applicants.
- Oversees functionality of the Communications Center by submitting work orders and coordinating repairs to systems as needed.
- Assumes managerial duties in the absence of the Communications Manager.
- Provides courtroom testimony as required.
- Performs other duties as required.

**QUALIFICATIONS:**

- High school diploma or equivalent education required. Bachelor's degree from an accredited college or university preferred.
- Three (3) years experience in Emergency Services Dispatch supervision required.
- Five (5) years emergency dispatch or call taking experience required.
- Must be honest, truthful, trustworthy, and possess a high degree of personal integrity. Knowledgeable of geographical locations within El Paso County and outside agencies, their responsibilities, and jurisdictional boundaries.
- Specialized knowledge in the Computer Aided Dispatch System (CAD), audio recording system, radio equipment, mapping software and other systems utilized in the emergency dispatch environment.
- Extensive knowledge of emergency services dispatch terminology and procedures.
- Ability to monitor multiple computer systems and multiple radio/telephone systems.
- Must be multi-task oriented with the ability to execute complex oral and written instructions.
- Ability to establish and maintain effective working relationships with coworkers, other agencies and the general public in a professional and courteous manner during times of extreme stress and time constraints.
- Ability to provide guidance, supervision and training to others; ability to objectively review and appraise the performance and work of others.
- Ability to assess situations and make prudent and appropriate decisions; ability to apply conflict resolution and problem solving skills.
- Ability to type 40 words per minute and pass the pre-employment testing which includes an auditory typing test.
- Ability to work in a fast-paced, high stress environment.
- An equivalent combination of related education and experience may be substituted for the education and experience requirements above.
- Must pass background investigation, motor vehicle record check, drug screen, hearing and vision test, and truth verification examination.

**LICENSES/CERTIFICATES:**

- Must possess and maintain a valid Colorado Driver's License.
- CPR Certification
- International Academy of Emergency Medical Dispatch Certification
- NCIC/CCIC Certification
- NCMEC Certification

**WORK CONDITIONS:**

Work is performed in a high stress, indoor emergency dispatch environment. Operations are 24

hours per day, seven days per week, including weekends and holidays. Must be able to work shift work and varying schedules to include holidays, weekends and overtime. Must adhere to the standardized dress code policy.

**This job announcement is not intended to be inclusive of all functions, responsibilities and qualifications associated with the position, however, representative of the essential job functions and typical criteria considered necessary to successfully perform the position.**

APPLICATIONS MUST BE FILED ONLINE AT: <http://www.elpasoco.com> For inquiries please call: 719-520-7401.

Each applicant is considered only for the current vacancy indicated on your application. It is the responsibility of the applicant to monitor any future openings and to submit a separate application for each position. **Incomplete applications will not be considered.** Any new employee and rehires must provide documentation of authorization to work as required by the Immigration Reform and Control Act of 1986 (PL99-603).

### **EL PASO COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER**

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### **Assistant Communications Manager Supplemental Questionnaire**

- \* 1. Do you have a high school diploma or equivalent education?  
 Yes  No
  
- \* 2. Do you have a Bachelor's degree from an accredited college or university?  
 Yes  No
  
- \* 3. Do you have three (3) years experience in Emergency Services Dispatch supervision?  
 Yes  No
  
- \* 4. Do you have five (5) years emergency dispatch or call taking experience?  
 Yes  No
  
- \* 5. Do you possess a valid CPR Certification?  
 Yes  No
  
- \* 6. Do you have an International Academy of Emergency Medical Dispatch Certification?

Yes  No

\* 7. Do you have an NCMEC Certification?

Yes  No

\* Required Question