



COMMUNICATIONS SYSTEMS MANAGER

Department: Emergency Management

Job Class: 064500

Pay Range: Professional 09

FLSA: Exempt

Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: This is responsible, professional management, technical and supervisory work in the Communications Division of the Emergency Management Department. An employee in this classification is responsible for the overall management and administration of the telephone and electronic communications systems and infrastructure of the County, including E-911.

ESSENTIAL FUNCTIONS:

- Manage full scope of communication system operations, installation, maintenance and repair, including radio equipment at base stations, remote sites and in mobile units, maintenance of antennas, microwave towers, generators, and the preventative maintenance for radio units.
- Manage the Pierce County public safety radio infrastructure, including operation and maintenance of warning and emergency lighting packages, mobile computer terminals, vehicle locator systems and radar equipment in County public safety vehicles.
- Manage and supervise the work of employees, including temporary employees and volunteers, performing a variety of jobs related to the design, installation and maintenance of communications systems and electronic equipment; responsible for assignments, performance review, training and development, resolution of personnel issues, and recommendations for selection and disciplinary action.
- Manage the E-911 communication system, including compliance with federal and state regulations, E-911 taxes and revenue, data base management and program administration.
- Develop and manage the Communications Division budget; assure accurate and timely collection and accounting of State E-911 taxes and revenues.
- Manage various administrative functions, such as license applications, purchase requisitions, inventory records, billing information, maintenance of records and files and inventory.
- Manage and administer contracts, bid specifications and contract work; may be required to develop contracts and/or grants.
- Develop new system designs and concepts based on communications needs and new technology; coordinate with other local jurisdictions on systems design, frequency coordination and operation; maintain current knowledge of communications industry technology and system improvements.
- Establish, implement and monitor division goals, objectives, policies and procedures; responsible for long range planning and system design.
- Develop and manage programs of public education for the general public to ensure the effective use of the system.
- Represent Pierce County and the Emergency Management Department with local, state, regional or national agencies; participate as a member of local and regional boards; develop and maintain cooperative working relationships with other government entities, the business sector, community organizations, and local, state, and federal officials in support of a coordinated regional communications support system.
- Ensure maintenance of Federal Communications Commission records, log books and service records.

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ESSENTIAL FUNCTIONS: (continued)

- Participate in staffing the Pierce County Emergency Operations Center (EOC) in assigned management position or role; maintain federal and state emergency responder certifications as required.
- Travel to work sites around the Pierce County region including remote work locations.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Work a flexible schedule, which may include evenings, weekends, holidays.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Meet travel requirements of the position.

OTHER JOB FUNCTIONS:

- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: The position reports to the Director of Emergency Management and participates as a member of the Department management team. Work is reviewed for fulfillment of division and departmental objectives, conformance with governing laws and regulations, adherence to budget, and support and furtherance of Department goals. The incumbent exercises considerable independent judgment while operating under governing rules and regulations of the FCC. The position has full supervisory responsibility for assigned staff, including temporary hires and volunteers.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Communications Systems Manager works in an office environment on a daily basis. Work in outside facilities and outdoors in all types of environmental and physical conditions is required during times of emergency situations. Travel to various work sites, including in the field at remote County sites, and/or meeting locations is required. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of work outside of normal scheduled hours may be required. Work is subject to frequent interruptions, normal office noise and exposure to higher than normal noise levels during emergency situations. Occasional exposure to verbally hostile or confrontive citizens and/or public groups may be expected.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the position. A Communications Systems Manager may be exposed to physically hazardous situations, personal danger and bio-hazardous materials while assisting with emergency situations or while visiting field work sites. This classification has a variety of physical requirements of varying degrees based on differing work circumstances. Required physical activities during those times are running, jumping, twisting, balancing, climbing, crawling, kneeling, bending, stooping, crouching, reaching, lifting, carrying, dragging, throwing, pushing/pulling both objects and people. Travel away from the office work area to attend meetings and evaluate work situations is required.

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KNOWLEDGE, SKILLS AND ABILITIES:

Extensive knowledge of:

- Federal Communications Commission rules and regulations.
- Communications technology, theory and current developments in electronics and communications theory, systems and equipment.
- Telecommunications network functions and specifications relating to Enhanced 911 systems and related equipment.

Knowledge of:

- Principles and practices of public administration, organization, personnel management and modern supervisory practices.
- Principles of effective management, including program planning, organization, prioritization of resources, and contract management.
- Current human resource management and supervision principles and practices, including supervision, leadership, evaluation, motivation, team building, training and mentoring of employees.
- Methods and procedures of budget development, justification and control, collection and apportionment of taxes and revenues and related local laws, ordinances and/or procedures.
- Safety and environmental hazards related to the work, safety procedures and applicable laws and regulations.
- Mathematic and accounting functions sufficient to accurately manage expenditures and revenues, including a Division budget, tax revenues and contracts.

Skill in:

- Independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem-solving.
- Interpersonal communications.
- Written and verbal communications and presentations.
- Team building, leadership, motivation and supervision.

Ability to:

- Manage, plan, design and put into action a wide array of complex communications systems.
- Manage business operations and administrative functions related to a County-wide public safety communications system, including long-term planning, establishing policies, goals and objectives.
- Interpret and apply complex federal, state, and county regulations and legislation.
- Prepare and negotiate contracts and assure contract compliance.
- Develop and implement technical standards and procedures for a variety of communications systems and evaluate their efficiency and effectiveness.
- Use effective management and supervisory techniques to plan, manage and evaluate the work of subordinates of varying technical and administrative knowledge and abilities.
- Lead individuals and groups toward establishing and attaining County and multiple-jurisdiction program or project goals and objectives.
- Analyze current needs for equipment, space, personnel and other resources in order to project resource levels needed to accomplish overall county programs.
- Analyze situations quickly and objectively and determine a proper course of action; use appropriate independent judgment to make decisions of a technical, management and administrative nature having a program and county-wide impact.

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KNOWLEDGE, SKILLS AND ABILITIES: (continued)

Ability to: (continued)

- Establish and maintain positive and effective working relationships with City/County officials, representatives of law enforcement, fire service, business and industry, EMS providers, health care agencies and other emergency organizations.
- Communicate effectively both verbally and in writing, using technical and non-technical terminology, to audiences of various social, educational and economic backgrounds.
- Establish and maintain accurate records of assigned activities and operations.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Represent the Emergency Management Department and Pierce County in a professional manner to the general public and the community.
- Physically perform the essential functions of the classification.
- Meet the travel requirements of the position, if any, and flexible work schedule of the position.

MINIMUM REQUIREMENTS TO APPLY: Graduation from a four-year college or university with a degree in business or public administration, communications, or a closely related field and four or more years of radio communications system or E-911 management experience, including the design, installation, maintenance and repair of two-way radio communications systems and electronic equipment is required, or any combination of experience/education which would clearly indicate the ability to perform the duties of the position may substitute equally for the minimum requirements. A minimum of two years of supervisory, lead worker or personnel management experience is required.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: Ability to pass a thorough background investigation. A valid Washington State driver's license may be required when travel is required of the position.