



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505

## Classification Description

### DPS EMERGENCY COMMUNICATIONS MANAGER

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
DPS Emergency Communications Manager	X45033	80	90

*\*In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

#### **Purpose of Position**

Direct, manage and coordinate the programs and activities of the Communication of the Department of Public Safety.

#### **Nature of Work**

The Emergency Communications Manager will direct, manage and coordinate the programs and activities of Emergency Communication function of the Department of Public Safety, including oversight of the quality control, safety programs and Computer Aided and Emergency Medical Dispatch; coordinate activities with other divisions, other law enforcement agencies, and the general public; and, provide highly responsive and complex administrative support to higher level management staff. Receive administrative direction from the Commander of the Communications Bureau (NMSP Captain); Exercise direct supervision over supervisory professional and technical staff to include the District level communications supervisors

#### **Distinguishing Characteristics**

*Note: The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.*

- Direct, administer and manage DPS Emergency Communications including the direction, administration and overall design, guiding policies, configuration, and operation of the Computer Aided Dispatch (CAD) system, EMD system and E911 phone system.
- Effectively coordinate and manage DPS Emergency Communications staffing, training, operational activities, functions and services for assigned personnel, coordinating the communications program with programmatic needs and processes for the State Police Uniform districts, Motor Transportation, SID, HR, IT and the Records Management Bureau and other related departments.
- Set objectives within available resources to achieve strategic and programmatic goals, and assist the Communications Commander with the development and management of the annual Communications budget, including tracking and monitoring expenditures and allocated funds.
- Serve as official records custodian for the DPS Communications, including overseeing dissemination, storage, retrieval, retention and disposition activities of these records.
- Create and implement a training plan, and develop a set of standard operating procedures for the Communications.
- Identify what is needed to fully staff and provide 911 services.

## DPS EMERGENCY COMMUNICATIONS MANAGER

### General Characteristics

Any one position may not include all General Characteristics listed nor is this inclusive of all General Characteristics possible for the Administrative/Operations Manager I – Emergency Communications Manager.

**Scope and complexity of Responsibility – Considerable:** Assigned objectives are broadly defined by statute, grant, agency mission, etc. **Requires defining objectives, scope, and policies. Managing objectives generally requires considerable experience and seasoning in the assigned areas. Coordinates operations utilizing administrative concepts to organize sub-functions to meet the goals and objectives of the agency.**

**Types of employees managed:** Emergency Communications Manager is assigned **considerable staffing resources of low-level managers, advanced technical, and professional employees.**

**Financial accountability:** Objective managed has **considerable** relative impact on the mission of the total organization.

**Strategic planning/decision challenge:** Solves problems through analysis and evaluation of the facts. Distinguishes issues and circumstances that make each case distinct, then formulates alternative solutions, taking into account the relative benefits and consequences that must be considered. Develops program goals, objectives and organizational plans for the efficient delivery of services. Facilitates local level advisory group. Provides direction to the group in order to improve the delivery of good and services to citizens, customers, and clients.

### Manager Concept

The Emergency Communications Manager administers resources, operational activities and supervises at least two staff to ensure delivery of products and services to citizens, customers, clients, etc.

Emergency Communications Manager determines objective resource needs and allocates them within financial parameters set at the secondary policy level. The organizational section/unit managed represents a considerable part of the department's total operations.

### Minimum Qualifications

A Bachelor's Degree in any field of study from an accredited college or university and eight (8) years of professional level experience with a tactical impact directly related to the purpose of the position defined by the agency at the time of recruitment. Any combination of education from an accredited college or university and/or direct experience in this occupation totaling twelve (12) years may substitute for the required education and experience. A hiring agency will designate a portion of the required experience to include supervisory and/or specialized experience. Any preferred licensure, registration or certification (Emergency Number Professional and the APCO Leadership Certificate Program) shall be defined at the time of recruitment and will be in addition to the above requirements.

### Statutory Requirements

If a Statutory Requirement is associated with a position in this Manager Category, it will apply.

## DPS EMERGENCY COMMUNICATIONS MANAGER

### **Conditions of Employment**

Working Conditions for individual positions in this Manager Category Level will vary based on each agency's utilization, essential functions, and the recruitment needs at the time a vacancy is posted.

### **Default FLSA Status**

*Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.*

### **Bargaining Unit**

Not Represented

**Developed:** 03/08/2013

**Revised:**

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*