



**CITY OF LONG BEACH
CLASSIFICATION SPECIFICATION**

TITLE: COMMUNICATIONS CENTER COORDINATOR

DEFINITION: Under direction, coordinates the activities of the Communications Center.

EXAMPLES OF DUTIES:

- Monitors staffing levels, workload and overtime in the Communications Center;
- Assigns, directs, evaluates and develops supervisors and assistant supervisors;
- Participates in the recruitment, selection and hiring of new employees;
- Ensures the on-going training of employees to meet POST standards and department goals;
- Participates in the evaluation, recommendation and selection of new technology;
- Participates in the long-range planning for the Communications Division and the department;
- Resolves personnel issues and investigates complaints;
- Reviews employee evaluations;
- Conducts studies and prepares reports;
- Acts as Division Head in the absence of the Division Commander;
- Acts as division representative during disasters and emergencies requiring the activation of the EOC;
- Maintains liaison with other agencies, 9-1-1 organizations, City departments and the community;
- Performs other related duties as required.

MINIMUM REQUIREMENTS:

Two (2) or more years of permanent service in the classification of Communications Center Supervisor, and the knowledge and skills to: effectively communicate with others both orally and in writing; have a working knowledge of City and Department Policies and Procedures, MOU's, California Penal Code and Vehicle Code; have a technical understanding and a working knowledge of the Communications Center operations.

HISTORY:

Title change and revision of Assistant Communications Manager Classification Specification dated 07/01/79, revised 01/29/81.

Approval/Adoption Dates: 10/26/2005