



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

PUBLIC SAFETY TELECOMMUNICATION MANAGER

Job Number: 21003600

Job Code: 24060V230916

Job Group: 2400 - AUXILIARY LAW ENFORCEMENT

Job Established: 12/16/2021

Job Revised: 09/16/2023

Grade: 16	Salary (MIN - MID):	Special Entrance Rate:
	\$25,273-\$37,910 - Hourly	NONE
	\$4,106.86-\$6,160.38 - 37.5 Hr. Monthly Salary	NONE
	\$4,380.66-\$6,571.08 - 40 Hr. Monthly Salary	NONE

PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 12 months, except as provided in KRS 18A.111.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Provides overall management of all operations and staff of a Kentucky State Police Telecommunications Center at a Kentucky State Police Post. Ensures center is in compliance with applicable federal, state, and local statutes, regulations, policies, and guidelines. Manages 911 communications in areas where local 911 service is unavailable; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

High school graduate.

EXPERIENCE, TRAINING, OR SKILLS:

Must have seven years of experience, two of which must be with the Kentucky State Police, in the transmission, receiving, and relaying of electronic information for law enforcement, emergency medical, fire, emergency management, military communications, or traffic operations.

Substitute EDUCATION for EXPERIENCE:

College will substitute for the required experience on a year-for-year basis up to a maximum of two years.

Substitute EXPERIENCE for EDUCATION:

NONE

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

Must be currently certified as a Telecommunicator by the Kentucky Law Enforcement Council (KLEC). Must provide documentation of successful Emergency Medical Dispatch Quality Assurance certification within sixty days of employment in this job classification. Must provide documentation of successful certification as a Training Officer through the Kentucky State

Police Certified Training Officer program within twelve months of employment in this classification. Shall not have been convicted of a felony or other crimes pursuant to KRS 15.540. Must maintain any required licensure(s), certification(s), or other credentials for the length of employment in this classification. Employing agency is responsible for ensuring employee possesses and maintains required licensure(s), certification(s), or other credentials. <https://apps.legislature.ky.gov/law/statutes/statute.aspx?id=52880>

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Manages the telecommunication operations and staff at a KSP Post. Ensures sufficient 24 hour shift coverage at the communication center. Manages the telecommunication training program, and makes additions/changes/ modifications as required. Ensures all staff remain compliant with training and certification requirements. Interprets, applies and enforces approved policies and procedures relating to telecommunication staff. Drafts procedures for leadership approval. Authorizes overtime and leave, recommends salary increases and promotions, and evaluates the performance of subordinates. Reviews supervisory subordinate's recommendations for disciplinary action and investigates and takes appropriate measures consistent with applicable laws, regulations, policies, and procedures. Serves on inter or intra agency task forces or committees as assigned. Coordinates with local law, fire, and EMS personnel while acting as Public Safety Answering Point Manager for 911 communications in areas without a local 911 communication center and makes reports as necessary. Continually updates supervisory personnel of changes that effect field operations by briefing command staff and field units. Prepares advanced decision making/problem solving reports for review by sworn supervisors for multiple routine and specialized projects. Responsible for security and maintenance of agency radio/phone recordings and may be called to testify in criminal proceedings as to the authenticity of documents or recordings. Supervises and maintains computerized systems of communication records required by the department and the Federal Communications Commission. Acts as LINK/NCIC Terminal Agency Coordinator by completing validations of active records, making modifications, supplements, deletions, and cancellations as required. Ensure monthly review, assessment, and forwarding of emergency medical dispatch calls to the Medical director for further review as set forth in policy. Attends regional 911 Board, Fire Chief, and EMS Board meetings. Serves as the liaison between the Kentucky State Police Post and local agencies when necessary to develop, maintain, and modify protocols to remain compliant with applicable national, state, and local standards. Performs telecommunicator and training duties as needed.

UNIQUE PHYSICAL REQUIREMENTS:

Any unique physical requirements necessary to perform the duties of a specific position will be listed on the individual position description, if applicable.

TYPICAL WORKING CONDITIONS: *Incumbents in the job will typically perform their job duties under these conditions.*

Work is performed in a communications center at a Kentucky State Police Post and under extremely stressful conditions. May be required to work rotating shifts, nights, weekends, and holidays.

ADDITIONAL REQUIREMENTS:

Upon appointment, employees in this class may be required to maintain a valid driver's license and may be required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary, it will be listed in the specific position description for the position at issue. Applicants and employees in this job title may be required to submit to a drug-screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

The Commonwealth of Kentucky does not discriminate on the basis of race, color, sex, disability, age, national origin, religion, sexual orientation, gender identity or expression, pregnancy or related medical condition, marital or familial status, ancestry, political affiliation, genetic information, or veteran status in accordance with state and federal laws.