**PURPOSE OF THE CLASSIFICATION:** Under general direction, is responsible for strategic planning, organization and oversight of the Tulsa Fire Department (TFD) dispatch operations; and performs other related assigned duties.

**ESSENTIAL TASKS:**
- Plans, directs and supervises the work of subordinate personnel engaged in Fire Dispatch day to day operations
- Manages all fire dispatch personnel matters, recruitment and selection, career development initiatives, shift bid and other labor relations activities
- Oversee all aspects of the TFD dispatch process, ensuring efficient and effective service delivery
- Develop, implement and maintain policies and procedures for TFD dispatch, ensuring compliance with state, local and federal regulations
- Analyze dispatch data to identify trends, patterns and areas of improvement and prepare and present reports to management and elected officials as requested
- Develops and implements plans for technological upgrades and operational improvements
- Manages the preparation and administration of the TFD dispatch budget, ensuring sufficient allocation of resources and effective financial planning
- Develops and implements public education programs to promote awareness of fire emergency services and proper use of the Emergency 911 system
- Coordinates with TFD and TPD senior leadership to support a collaborative working environment with Public Safety Communications and various external stakeholders
- Reports to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

**QUALIFICATIONS:**
Training and Experience:  Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

> (a) Graduation from an accredited college or university with a bachelor's degree in criminal justice, public administration, emergency management or a field related to the requirements of this job description (master's degree *preferred*); **and,**
> (b) Four (4) years of experience in dispatch operations, public safety, emergency management, or a field relevant to the essential tasks of this job description; **including,**
> (c) Two (2) years of supervisory or management experience

Knowledge, Abilities and Skills:

Knowledge of:
- Comprehensive knowledge of the laws, ordinances and regulations relating to public safety
- Considerable knowledge of City of Tulsa Policies and Procedures
- Considerable knowledge of computer operations and the use of software applications
- Good knowledge of budget management and planning procedures
- Good knowledge of the principles, practices and methods of public safety dispatch and call- taking

Ability to:
- Remain composed and calm during emotional and stressful situations
- Prioritize competing priorities, motivate staff, communicate effectively, and exercise good judgment under pressure while maintaining effective operations
- Strong organizational skills and attention to detail to manage budgeting, purchasing, contracts, personnel records, and various administrative tasks
- Adapt to changing technological needs
- Understand and adhere to regulations, effective communication, and establishment of positive relationships
- Provide high-level customer support, working independently, and collaborating with various stakeholders

Skill in:
- Efficient time management to handle multiple responsibilities and meet deadlines effectively
- Strong interpersonal skills to work collaboratively with staff, first responders, community members, and other stakeholders
- Effective communication skills to liaise with personnel, vendors, community members and other stakeholders, ensuring clear and accurate information exchange
- Using evolving software programs and understanding technical materials

Physical Requirements:   Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone ; exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently; may be subject to walking, sitting, standing for extended periods, reaching and bending; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates:  Possession of a valid Oklahoma Class "D" Driver license. Relevant certifications in emergency dispatch, public safety or related field *preferred*.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting; may require travel to various locations.

**EEO Code: E-02**
**Group: Clerical and Administrative**
**Series: Communications, Operations & Maintenance**