

MEETING AGENDA



District 1
Matthew Wilson

District 2
Raevan Howard
Alternate

District 3
Norman Crow

District 4
Lee Busby

District 5
Kip Tyner
Member

District 6
John Faile
Chairperson

District 7
Cassius Lanier
Vice Chairperson

Council Administration and Policy Committee Meeting Agenda

Tuesday, June 18, 2024 Daugherty Conference Room 4:00 p.m.

TOPIC	PRESENTER	SUPPORTING MATERIAL
<p>Approval of Minutes</p> <p>NEW BUSINESS</p> <ol style="list-style-type: none"> 1. Authorizing the Mayor to terminate an agreement with AHSAA regarding Super 7 Championships (A19-1394) 2. Tuscaloosa Fire Rescue Communications Operations Manager job classification 3. Discuss Invest Tuscaloosa <p>ADJOURN</p>	<p><i>Kelsey Rush</i></p> <p><i>Chief Randy Smith</i> <i>LaShonda Herbert</i></p> <p><i>Councilor Wilson</i></p>	<p>2-8</p>

TUSCALOOSA FIRE RESCUE COMMUNICATIONS OPERATIONS MANAGER
TELECOMMUNICATIONS MANAGER

SUMMARY

The purpose of this classification is to perform managerial, supervisory, and specialized work functions associated with the operations of the Tuscaloosa Fire Rescue Communications Division, receiving/processing requests for emergency and non-emergency assistance and dispatching appropriate personnel in an efficient and timely manner. Positions in this classification report to either the TFR or TPD Communications Division Commander.

ESSENTIAL FUNCTIONS

The following duties are normal for this classification. The omission of specific duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned. Specific duties listed may not be required for all positions within this classification, but classification but are determined by the normal requirements for the particular position.

Serves as a liaison between the Tuscaloosa Fire Rescue Administration and the Tuscaloosa Fire Rescue Communications Division personnel.

Develop and implement goals for the Tuscaloosa Fire Rescue Communications Division to assist other personnel within Tuscaloosa Fire Rescue with providing services to the citizens of the City of Tuscaloosa and surrounding communities.

Serves as the point of contact for TFRC for all businesses in the City of Tuscaloosa and police jurisdiction. The Operations Manager will have the responsibility of ensuring that contacts for all non-residential and rental properties are up to date. This includes maintenance numbers, gate codes, and any other pertinent information.

Ensures that the quality of service provided to citizens and fire rescue personnel is at an acceptable level for all employees through reviews and reports.

Processes, maintains, and submits any requests for radio, audio, or visual data.

Completes bi-weekly payroll for all employees assigned to Tuscaloosa Fire Rescue Communications Division in accordance with the Policies and Procedures of Tuscaloosa Fire Rescue and the City of Tuscaloosa.

Supervises, directs, and leads all assigned staff in the Tuscaloosa Fire Rescue Communications Division, evaluates assigned staff, processes employee concerns and problems, directs work, counsels, disciplines and completes employee performance appraisals.

Makes judgments on all possible decisions and maintains awareness of the ramifications or possible impact of each decision.

Stays regularly aware of employee actions and behavior for signs of stress, coping, and general emotional well-being. Specifically watches for these signs during and/or any time after high stress and major incidents. Refers employees, if needed to the resources available to all employees of the City of Tuscaloosa.

Oversees the TFRC staffing schedule to ensure adequate staffing is maintained.

Completes annual performance appraisals of all employees of TFRC in accordance with the Policies and Procedures of Tuscaloosa Fire Rescue Communications Division and the City of Tuscaloosa Human Resources Department.

Completes Division related tasks/projects assigned by the TFRC Commander.

Documents all violations of the Policies and Procedures of the TFRC Division by personnel assigned to the division. Includes assisting the Division Commander with any disciplinary action taken.

Approves leave requests submitted by Supervisors in accordance with the Policies and Procedures of TFRC.

Oversees the documentation of late to work, AWOL, call in, and any other types of employee absence situations that may occur.

Performs all tasks with high morals, ethics, and integrity. Manages the reciprocal relationship between staff and the organization so that each is successful.

Uses computer-aided dispatch and other communications equipment to quickly and accurately receive and transmit information of emergency and non-emergency natures involving the citizens of Tuscaloosa and surrounding communities.

Must have a working knowledge of the local geography, including main streets and their hundred blocks, city limits, location of fire stations, and the location of Special Response Units and equipment.

Must have the ability to use different types of maps, including but not limited to, roads, apartment complex, retail space, and stadium maps.

~~Provides supervision to the telecommunicator, supervisors in all matters concerning the operation of the Communications Division; serves as acting division commander in absence of the same.~~

~~Assists division commander with preparation of reports for CompStat, overtime, budgets, and other weekly and monthly reports; assists division commander with interviewing, hiring, and training of new and/or newly promoted personnel.~~

~~Ensures adequate division performance by implementing a quality assurance/quality improvement program.~~

~~Plans, coordinates, documents, and implements in-service **Responsible for the** training for **of** new or newly promoted **TFRC personnel and provide regular training for all TFRC Supervisors.** employees and in-service training for all TPD or TFR communications division employees per departmental training manuals and priority dispatch standards.~~

Completes required continuing education hours and maintains required certifications. Ensures that all TFRC personnel meet the required continuing education hours and maintains required certification.

~~Ensures physical work environment for employees is designed to be comfortable and efficient as related to the job function for each position.~~

~~If assigned to TFR, serves as a representative on the Fire & Medical Dispatch Review Committee and the Fire & Medical Dispatch Steering Committee.~~

~~If assigned to TPD, ensures security and maintenance of Tuscaloosa Police Department logging recorder equipment~~

and databases; assists with responsibility for the security and integrity of all criminal justice data information housed and processed within police department to include serving as alternate ACJIC and NCIC agency coordinator and agency security information officer.

If assigned to TPD, responds to and assists in the investigation of all ACJIC and NCIC administrative and criminal violation offenses; provides documentation to include voice recordings, call reports, etc. as required; prepares for audits and maintains storage, dissemination, and destruction of all criminal justice data information housed and processed by police department.

Plans and directs shift activities of the unit; prepares daily work rosters; adjusts schedule, staffing, and/or authorizes overtime to ensure adequate manpower at all times; approves leave requests; documents employee absenteeism and work related injuries.

Updates personnel on changes and/or additions to pPolicies and pProcedures of TFRC Division. Changes affectmay affecting their positions directly or indirectly; distributes information and special instructions received during a shift.

Facilitates training of new employees and provides regular training for all telecommunicators; assists subordinates with complex situations and provides technical support.

Answers multiple telephone lines including E-911 communications calls and non-emergency calls from the citizens of Tuscaloosa and surrounding communities, businesses, alarm companies, utility companies, and other agencies. Identifies the proper nature of the call using the Standard Operating Procedures for the TFRC Division.; screens and monitors calls from the public and other public safety agencies by radio and telephone; categorizes and prioritizes calls.

Dispatches appropriate agency personnel to incident locations; dispatches support/backup units, ambulances, fire apparatuses, rescue units, and wreckers; transfers/connects non-emergency calls to appropriate department, extension, service, or agency.

Maintains communications with caller to process incoming calls through Emergency Medical Dispatch and/or Emergency Fire Dispatch protocols. Includes gathering all relevant information including, but not limited to, address, phone number, and nature of call. obtain/verify pertinent information and to calm until assistance arrives; enters emergency call data into computer; facilitates welfare checks on E-911 hang-ups.

Maintains communications with all parties involved callers during in emergency situations where the caller or other subjects are in a life-threatening situation and need assistance. Includes, but not limited to, instructions to perform CPR, Heimlich maneuver, childbirth instructions, pre-arrival instructions for medical issues, car in floodwater, electrical hazards, residential and commercial fires, gas leaks, and other life-threatening situations. ; tracks location of responding units; assists emergency personnel in locating addresses; conveys information to/from emergency personnel, general public, public safety agencies, utilities, businesses and personnel within the department.

Monitors multiple radio frequencies to maintain an awareness of all activities performed by the other employees of Tuscaloosa Fire Rescue. inside and outside primary jurisdiction; monitors alarm systems at specific locations.

Must have the ability to hear and comprehend radio communication, the effectiveness of which may be worsened by varying radio output levels, outside noise at the scene, background noise in the Emergency Operations Center, radio interference from outside sources, and have the cognitive ability to interpret distorted radio communications.

Monitors officers', fire, and other responding units' activities at all times to ensure safety of personnel involved, specifically: those working accidents, fires, hazardous incidents and/or other types of dangerous criminal activity situations.

Maintains on-the-air discipline in accordance with the Policies and Procedures of the TFRC Division and the

regulations set forth by local, state, and federal regulations.

~~Notifies appropriate personnel and/or supervisor of critical situations and weather related information; takes and relays messages to officers, other divisions, local agencies, and/or other employees; places calls for officers.~~

~~Communicates effectively and coherently over fire dispatch radio channels law enforcement, fire rescue, and EMS radio channels while initiating and responding to radio communications and calls for service inside the City of Tuscaloosa and surrounding communities; requests as required: ambulances, wreckers, and utility companies.~~

~~Obtains, ~~and verifies, and updates all~~ information during calls for service within the City of Tuscaloosa and surrounding communities. Includes, but not limited to, changes in response and/or nature, address changes, refusal of services, ETAs for other responding agencies, updates from utility companies, and other relevant information and inputs call information into computer for dispatching; reviews, modifies, or corrects call information.~~

~~Performs multiple tasks simultaneously; takes appropriate action when presented with emergency situations involving the citizens of Tuscaloosa and surrounding communities. Tasks are at times performed in a high stress and time sensitive environment. a call or a stressful situation; remains calm under all circumstances.~~

~~Contacts appropriate City departments, and/or utility companies, and/or responsible parties for properties located in the City of Tuscaloosa and surrounding communities to assist with the operations performed by TFR. resolve the following problems: street and traffic light outages, downed street signs, roadway debris, and power outages.~~

Notifies administrative staff, other employees, and other agencies of potentially hazardous and/or life-threatening situations that could possibly occur or have occurred in and around the City of Tuscaloosa.

Works with other local agencies within Tuscaloosa Conty and the surrounding counties to facilitate timely and efficient responses to emergency and/or non-emergency situations that occur.

~~Operates, enters/retrieves data into/from national and state law enforcement (ACJIC/NCIC), Spillman/CAD (Computer Aided Dispatch) and/or in-house computer systems; monitors and assists with entry and retrieval activities; reviews input for accuracy; modifies, locates, maintains, saves, and/or clears files and records within database; records information manually on entry cards when computer is out of service.~~

~~If assigned to TPD, performs computer background checks on criminals and performs computer background checks individuals applying for handgun permits; reviews records for stolen pawn shop tickets; responds to inquiries on driver's licenses, vehicle tags, stolen articles and property, guns, wanted and missing persons, and warrants and summons; provides information from computer database as requested by law enforcement officers and/or other agencies.~~

~~Provides the public citizens of Tuscaloosa and surrounding communities with directions, and referrals, and other assistance during emergency and non-emergency situations. responds to citizen complaints and concerns, and provides requested information about the community or immediate circumstances/situations.~~

Must be able to Operates †Telecommunications †Device for the †Deaf (TDD); Includes the ability to detect distinct tones that are sent by these devices. performs pager, phone, and/or radio knock out tests.

~~Serves as liaison with other ~~departmental~~departments, divisions, city administrators, and outside agencies. units, court officials, juvenile authorities, law enforcement agencies, judicial and legal offices, emergency management, and the news media.~~

~~Sends, acknowledges, and logs teletypes and net channels; assigns case and warrant numbers; prepares extra patrol requests and out of town advisories.~~

~~If assigned to TPD, reviews maintenance of assorted logs detailing daily activities, specifically: wrecker service requests, warrants, other City department requests for service, Spillman/Computer Aided Dispatch (CAD) system dispatching, various messages, NCIC entries/retrievals of information, facsimiles and teletypes, and administrative tasks.~~

~~Completes, prepares, processes, and/or files forms, teletypes, legal documents, requests, reports, correspondence, and documentation associated with the daily responsibilities of this position; maintains files and administrative records.~~

~~Performs the following administrative duties: replenishing forms supply, changing computer paper, shredding confidential material, disseminating information to subordinates and various departments, and pulling entry cards for validation.~~

~~Performs the following clerical tasks: sending facsimiles emails, making photocopies, ~~delivering mail~~, locating and retrieving telephone numbers and addresses, and researching and contacting business/residence call-outs.~~

~~If assigned to TPD, coordinates intra and inter agency activities; cooperates with federal, state, and local law enforcement agencies and its officers or representatives when their activities or investigations are related to on-going investigations within city jurisdiction.~~

Ensures all equipment used by TFRC Division is in working order, includes performing weekly checks, Monitors equipment operations; ensures equipment maintenance is performed; prepares work orders, and following up on work orders to ensure completion. for equipment repair; changes radio recording tapes and maintains continuous recording of calls.

~~Attends required training courses offered presented by the department or required by law and local, state, and national conferences in order to maintain applicable certifications and , to remain abreast of departmental operations, and to promote improved job performance.~~

~~Recommends and supports policies and procedures of the TFRC Division to assist in providing that guide and support the provision of quality services for the citizens of Tuscaloosa and the surrounding communities by the Communications Department.~~

Submits TFRC Division monthly reports and annual reports to TFR Administration.

Completes Monthly Quality Assurance/Improvement Report for TFRC.

~~Incorporates continuous quality improvement principles in daily activities.~~

~~Must establish and be able to maintain good interpersonal effective working relationships with staff, co-workers, supervisors, field personnel, outside agencies, city officials, administrative staff, and general public managers, and citizens.~~

~~Must meet regular attendance requirements set forth in the Policies and Procedures of TFRC Division.~~

~~Substitutes for co-workers in temporary absence of same; calls in additional personnel as necessary to maintain adequate manpower during shift.~~

~~May be required to work on various shifts, overtime, weekends, and/or holidays.~~

~~Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.~~

MARGINAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED required; Bachelor's degree in communications or related field preferred; ~~seven (7)~~ **five (5)** years of progressively responsible experience in emergency communications, dispatching, or a related field; ~~or any equivalent combination of education, experience, and/or training which provides the requisite knowledge, skills, and abilities for this job. If assigned to TPD, must possess and maintain a valid A.C.J.I.C., N.C.I.C. and/or telecommunications certification. If assigned to TPD, must be certified as a Communications Training Officer. If assigned to TFR, must be certified through Priority Dispatch in Emergency Medical Dispatch, Emergency Fire Dispatch, EFD-Q, and EMD-Q within one year of employment as manager. Must be a TFR Master Dispatcher or Supervisor and have completed all the requirements of a Supervisor. This job classification is considered to be safety-sensitive and is subject to pre-employment and random drug screens. Must possess and maintain a valid driver's license.~~

MINIMUM REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS

The following requirements are normal for this classification. Specific requirements may not apply to all positions within this classification, but are determined by the normal requirements for the particular position.

PHYSICAL REQUIREMENTS: Must be able to operate a variety of automated office equipment including computer, printer, copy and facsimile machines, telephone switchboard and associated equipment, calculator, shredder, TTY and TDD equipment, tape recorder, and communication radios. Physical demand requirements are at levels of those for light work.

DATA COMPREHENSION: Requires the ability to compare and/or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things which may include directories, maps, handbooks, reference and code books, guidelines, procedures, and manuals.

INTERPERSONAL COMMUNICATION: Requires the ability to speak with and/or signal people to convey or exchange technical, law enforcement, legal, emergency medical, and personnel related information, including giving/receiving assignments and/or directions to/from co-workers, assistants, managers, or supervisors as well as communicating with officials, news media, law enforcement, hospital/EMS, court personnel, utility personnel, security units, and the general public.

LANGUAGE ABILITY: Requires ability to read a variety of legal, technical, emergency medical, counseling, and informational documentation, directions, instructions, and methods and procedures. Requires the ability to write job related documentation and reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand relatively complex law enforcement, radio communications, legal, emergency medical, technical, counseling, dispatching and computer related principles and techniques, to understand departmental policies and procedures, to make independent judgments in absence of supervision, and to acquire and be able to expound on knowledge of topics related to primary occupation.

VERBAL APTITUDE: Requires the ability to record and deliver information, to explain procedures, and to follow verbal and written instructions.

NUMERICAL APTITUDE: Requires the ability to add and subtract, multiply and divide, and determine time and weight.

FORM/SPATIAL APTITUDE: Requires the ability to visually inspect items for proper length, width, and shape using job related equipment which may include standard measuring and recording devices.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using automated office equipment, TTY and TDD equipment, and telephone switchboard system.

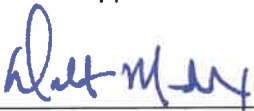
MANUAL DEXTERITY: Requires the ability to handle a variety of items, switchboard system, office equipment, communication radios, TTY and TDD equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting motion or turning motion while coordinating ~~the~~ opposite hand with different activities. Must have minimal levels of eye/hand/foot coordination.

COLOR DIFFERENTIATION: May require the ability to discern color.


INTERPERSONAL TEMPERAMENT: Requires the ability to deal with and relate to people beyond giving and receiving instructions. Must be able to adapt to and perform under moderate stress when confronted with an emergency.

PHYSICAL COMMUNICATION: Requires the ability to talk, express, or exchange ideas by means of spoken words and/or hear and perceive nature of sounds by ear.

Pursuant to Tuscaloosa City Code, Chapter 19, Section 19-54 (b) (3) c. and Alabama Act 2006-233 Section 3 (c), I have approved the underlined and/or struck through changes to this Classification Specification.



Walter Maddox, Mayor



Date