

City of Stockton

EMERGENCY COMMUNICATIONS MANAGER

Established:	12/16/2025
Resolution:	CC25-
Spec Adopted:	
To CSC:	
Unit:	Mid-Management "B"
FLSA Status:	Exempt
CS Status:	Classified

DEFINITION

Under general direction, the Emergency Communications Manager plans, organizes, and directs the programs and operations of the regional 24-hour Fire and Emergency Medical Services (EMS) emergency communications center serving multiple jurisdictions; designs, deploys and maintains all communication equipment/systems, and public safety information system; ensures compliance with applicable federal, state, and local laws, codes, and policies; supervises Division staff; advises the Fire Chief and command staff on telecommunications issues; and performs related duties as assigned.

CLASS CHARACTERISTICS

This single position (non-sworn) management classification in the Stockton Fire Department is responsible for managing staff and activities within the Emergency Communications Division of the Special Services Bureau. The Division functions as a regional dispatch center providing Fire and EMS call-taking, dispatch, and communications services to partner agencies throughout the region. This position has extensive contact with Fire managers and staff, other City employees, various public and private organizations, regional public safety partners, and the general public. General direction is provided by a Deputy Chief. Assignments allow for a high degree of administrative decision making when representing the department in meetings with other agencies, boards and commissions, and community groups.

PRINCIPAL DUTIES (Illustrative Only)

Duties may include, but are not limited to, the following:

- Plans, organizes, staffs, directs, and controls the activities of the Emergency Communications Division; establishes priorities and work plans; recommends appropriate service and staffing levels.
- Oversees the development and implementation of division goals, objectives, policies, and procedures; conducts a variety of organizational and operational analyses; recommends modifications to telecommunications operations, policies, and procedures; develops and oversees the implementation of strategies to improve the efficiency and effectiveness of division operations.
- Oversees the Fire Department's radio communications program, including system planning, maintenance coordination, interoperability, and lifecycle replacement in collaboration with Information Technology and regional partners.
- Coordinates multi-jurisdictional communications interoperability and ensures consistent service delivery standards across all participating regional Fire and EMS agencies.
- Manages, develops, recommends, and oversees the preparation and administration of the division budget.
- Selects, assigns, trains, and evaluates subordinate staff; provides professional and technical guidance to staff; works with employees to correct deficiencies; recommends and implements

City of Stockton
EMERGENCY COMMUNICATIONS MANAGER
Page 2 of 5

disciplinary procedures.

- Makes decisions on behalf of the Division in the absence of the Deputy Chief in accordance with departmental policies, rules, regulations, and procedures.
- Responds to emergency situations which may arise in the communications center during off-duty hours.
- Maintains awareness of applicable legislation and assures division compliance with laws, regulations, and codes relevant to the Emergency Communications Division; informs and educates staff regarding changes.
- Serves as a liaison for the division with internal and external groups; receives and responds to citizen inquiries and complaints; coordinates the activities of the Emergency Communications Division with other divisions, departments, and agencies.
- Represents the regional dispatch center in meetings with contracting agencies, mutual-aid partners, and regional governance bodies.
- Represents the telecommunications center to local and national groups; attends and participates in various meetings, classes, conferences and workshops.
- Directs and/or participates in the preparation of complex statistical and narrative reports, correspondence, and other documents; makes or assigns presentations to individuals and/or groups as requested.
- Administers, evaluates, and recommends the implementation of new technology related to public safety communications.
- Represents the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Fosters an environment that embraces integrity, service, inclusion and collaboration.
- Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including selection, training, evaluation and discipline;
- Principles and practices of public administration including personnel and program management and budgeting;
- Modern methods and procedures involved in the operation of complex public safety dispatching computer, radio, and telephone systems, including tactical communications and/or strategies when working large scale incidents;
- Principles and practices of regional dispatch governance, inter-agency agreements, and cooperative service delivery models for Fire and EMS communications;
- System status management (SSM) principles and practices for ambulance deployment, including real-time resource allocation and coverage optimization;
- International Academies of Emergency Dispatch (IAED) Emergency Medical Dispatch (EMD) and EMD-Q protocols, standards, and quality assurance procedures used to ensure

City of Stockton
EMERGENCY COMMUNICATIONS MANAGER
Page 3 of 5

consistent call triage, pre-arrival instructions, and medical prioritization;

- Principles and practices of work-load forecasting and staffing models in an extended-hours environment;
- Public safety records management systems; principles and practices of record keeping;
- Policies, procedures, and operational precedents governing the dispatching of fire, rescue, and emergency medical resources; standard radio communications protocols and FCC regulations; National Fire Protection Association (NFPA) standards; California EMS Authority (EMSA) and Local EMS Agency (LEMSA) policies and procedures; San Joaquin County EMS Agency (SJCEMSA) communication and accreditation requirements; National Emergency Number Association (NENA) and Association of Public-Safety Communications Officials (APCO) standards; Cal OES Fire & Rescue mutual-aid coordination systems; Computer-Aided Dispatch (CAD) and Mobile Data Computer (MDC) systems; and related information technology, software applications, and public-safety communications systems;
- Office procedures, methods and equipment including computers, and applicable software applications, such as word processing, spreadsheets, and databases; and
- Occupational hazards and standard safety practices.

Skill in:

- Managing the operations and activities of a public safety communications center;
- Evaluating and presenting communications center needs;
- Directing the appropriate response to emergency situations as they arise;
- Supervising, planning, organizing, assigning, directing, reviewing and evaluating the work of assigned staff;
- Analyzing complex technical problems, evaluating alternatives and making sound, independent judgments within established guidelines;
- Developing, implementing and interpreting goals, objectives, policies, procedures, work standards and internal controls; guiding and defining both communications operations and employee performance through the use of work plans;
- Preparing clear, concise and competent analytical and technical reports, correspondence and other written materials;
- Using computer applications and technology effectively to complete assigned work in a timely manner;
- Establishing and maintaining effective working relationships with those contacted in the course of the work;
- Conducting presentations before the public, City Council, boards, commissions and other bodies;
- Reading, interpreting, applying and explaining applicable codes, ordinances, laws, regulations, policies, procedures, and legal requirements;
- Utilizing appropriate personal protective equipment, safety procedures and practices for assigned duties;
- Contributing effectively to the accomplishments of City goals, objectives and activities;
- Organizing work, setting priorities, and exercising sound, independent judgment within established guidelines;

City of Stockton
EMERGENCY COMMUNICATIONS MANAGER
Page 4 of 5

- Understanding customers' perspective, concerns, needs and requests; and
- Being professional and keeping calm during hostile interactions.

Education:

Possession of a Bachelor's degree from an accredited college or university. A Master's degree is highly desirable.

Experience:

Five (5) years of increasingly responsible experience in public safety communications, including at least three (3) years in a supervisory capacity, two (2) of which must have been at a level equivalent to a Fire Telecommunications Supervisor with direct Fire and EMS dispatching experience.

Other Requirements:

- Specialized training and/or certification may be required depending on assignment as prescribed by local, state, and/or federal law or regulation.
- As a condition of continued employment, employees assigned to specific areas may be required to obtain and maintain specific valid certifications or training as required by the Fire Chief.

Physical/Mental Abilities:

- Mobility - Frequent sitting for long periods of time while operating a keyboard; occasional walking, squatting, climbing stairs, kneeling, twisting, and crawling;
- Lifting - Occasional lifting and carrying of up to 25 pounds or less;
- Vision - Constant use of overall visual capabilities; ability to read and produce printed material and information displayed on a visual display terminal;
- Dexterity – Constant use of dominate hand with repetitive use, simple grasping using either hand; occasional holding, pushing, pulling, and reaching above and below shoulder level;
- Hearing/Talking – Continuous listening to and talking of normal speech, frequently over noise, in person, by telephone, and in group settings;
- Special Requirements – Primarily work day shifts, frequently work evenings and nights, and occasionally work weekends; may be required to report to work during high level emergencies;
- Emotional/Psychological – Ability to concentrate, make decisions, and work with the public; exposure to unpleasant living conditions/situations involving children and the elderly; occasional encounters with irate/disturbed individuals; ability to exercise sound judgment, especially under stressful situations; and working independently and/or in group settings;
- Environmental Conditions - Occasional to moderate exposure to noise, obnoxious odors, fumes, dust, extreme heat/cold, hazardous materials/substances; work around equipment and machinery; and
- Working Conditions - Primarily performed in an office environment which is moderately quiet but may be loud at times and at some locations.

City of Stockton
EMERGENCY COMMUNICATIONS MANAGER
Page 5 of 5

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirement of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the American with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

APPROVED:

ROSEMARY RIVAS
DIRECTOR OF HUMAN RESOURCES

DATE: _____