

Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

Position Code: DEPTMGR3J55N

Civil Service Class and Level: Departmental Manager-3

Working Title (What the agency calls the position): Communication Center Unit Manager

Name and Position Code Description of Direct Supervisor: VACANT; DEPARTMENTAL MANAGER-2

Department/Agency: STATE POLICE

Bureau (Institution, Board, or Commission): State Services Bureau

Division: Intelligence Operations Division

Section: Regional Communication Centers Section

Unit: Northern Regional Communication Centers Unit

Work Location (City and Address)/Hours of Work: To Be Determined Negaunee or Gaylord RCC address / Mon-Fri 8am - 5pm

General Summary of Function/Purpose of Position: This position provides for the administration and operation of the MSP Northern Regional Communication Centers Unit, Negaunee and Gaylord, which is responsible for providing administrative communication support and emergency dispatch service to all Posts within their designated district(s), crime laboratories, and numerous specialist units. As the Unit Manager, this person is responsible for program development and administration of a complex work area, including analyzing program operations, establishing Unit priorities, and directing and participating in the development and evaluation of policies and procedures. In addition, the manager is responsible for a variety of personnel matters; budgeting and financial management; and overseeing special projects and initiatives assigned by Section and Division Management. This position will perform functions in a bias free manner.

Assigned duties and tasks for each duty.

Duty 1: Personnel management and supervision.

- Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.
- Evaluates and verifies personnel performance through the review of completed assignments and work techniques. Completes performance appraisals and reviews appraisals completed by subordinate employees.
- Monitors adherence by the communication centers to the Quality Assurance program and approves performance improvement plans.
- Identifies staff development. Determines overall training needs to support the Unit's operations and provides direction in the development and scheduling of a professional development training program.
- Ensures proper labor relations and conditions of employment are maintained. Resolves employee concerns and problems. Provides counseling and discipline in accordance with the terms of the bargaining agreements and applicable workplace policies.
- Provides oversight of the recruiting, screening, testing, selection, and training of new Unit personnel.

Duty 2: Program administration in a complex work area.

- Assigns, coordinates, and outlines the work methods of subordinate employees.
- Directs and participates in the establishment, administration, and evaluation of programs and services in support of the Unit's duties and responsibilities.
- Directs and participates in the development, interpretation, evaluation, and recommendation of policies, procedures, rules, and regulations for the effective operation of the Regional Communication Centers.
- Conducts research, prepares statistical, management, and narrative reports.
- Maintains an awareness of the respective needs of the posts and specialist units enabling the Regional Communication Center Unit to be responsive and effective in the delivery of service. Works to resolve inter-agency operational issues.

Duty 3: Budgeting and financial management.

- Prepare annual unit report for Section Manager approval
- Monitors and approves expenditures by the communication centers, and oversees the procurement process. Evaluates programs and equipment in light of budgetary limitations.
- Assists in the preparation of the annual budget, monitors the spending of the communication centers and directs adjustments as needed.
- Monitors the use of overtime, unscheduled annual leave and sick leave. Responds to activity as it affects budgetary limitations or abusive patterns that may arise.

Duty 4: Perform other duties as assigned by Section and Division management.

- Gather information and prepare reports
- Attend meetings as required
- Oversee special projects and initiatives
- Perform duties as directed relevant to this classification

Types of decisions made independently and whom or what those decisions affect: Prioritize staff activities, interpret standards, rules, and policies - affects staff work assignments and effectiveness of statewide programs.

Types of decisions that require the supervisor's review: Major deviations from departmental policy, expenditures outside of established spending plan.

Physical effort used to perform this job and environmental conditions of this position: Typical office setting - sitting, standing, bending, and general office lifting.

Names and classes and levels of employees whom this position immediately supervises:

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The essential functions of this position: This position provides for the administration and operation of the MSP Regional Communication Centers Unit, which is responsible for providing administrative communication support and emergency dispatch service to all Posts within their designated district(s), crime laboratories, and numerous specialist units. As the Unit Manager, this person is responsible for program development and administration, including analyzing program operations, establishing Unit priorities, and directing and participating in the development and evaluation of policies and procedures. In addition, the manager is responsible for a variety of personnel matters; budgeting and financial management; and overseeing special projects and initiatives assigned by Division Management. This position will also act as back-up to the Southern Regional Communication Centers Unit Manager.

The function of the position's work area and how it fits into that function: The Northern Regional Communication Center provide administrative communication support and emergency dispatch service to all Posts within their designated district(s), crime laboratories, and numerous specialist units. In addition, MSP Regional Communication Centers are the default 911 cellular answering point for Michigan and full 911 services under contractual basis. This position is accountable for all the Northern Regional Communication Centers operations.

Minimum education, experience, and credentials typically needed to perform the position's essential functions:

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

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Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

KNOWLEDGE, SKILLS, AND ABILITIES:

Experience in personnel and program management, and technical expertise to make sound decisions and achieve assigned goals with limited direction.

CERTIFICATES, LICENSES, REGISTRATIONS:

N/A