



City of Cottage Grove
Job Description

Manager of 911 Communications and Support Services

Department: Police Department	FLSA: Exempt
Reports to: Chief of Police	Representation: Non-Represented
Pay Range: 7NR	Date Adopted: July 1, 2026

GENERAL POSITION SUMMARY:

The Manager of 911 Communications and Support Services is responsible for overseeing emergency communications, public safety technology, and the management of Records Technicians and Evidence Technicians. This position ensures the effective operation of the 911 Communications Center, the integrity and security of law enforcement records, and the proper handling, storage, and disposition of police evidence. The Manager provides leadership, strategic planning, and operational oversight while ensuring compliance with local, state, and federal regulations.

SUPERVISION EXERCISED:

Supervises all 911 Dispatchers, Records Technicians, and Evidence Technicians staff by assigning and prioritizing workloads and schedules, evaluates performance, provided coaching, mentoring, and training, and manages hiring and disciplinary actions.

SUPERVISION RECEIVED:

Reports to the Chief of Police and receives broad policy and strategic direction. Has autonomy in day-to-day operations, with performance reviewed through periodic reports, goal-setting sessions, and evaluation of departmental outcomes.

KEY DISTINGUISHING CHARACTERISTICS:

This position is responsible for the direction and oversight of the city's 911 Communications Center, ensuring prompt, efficient, and accurate emergency dispatch services for the City of Cottage Grove and its residents. Possesses authority to develop, implement, and revise 911 plans, programs, policies, procedures, and protocols to optimize emergency call handling and dispatching. Has autonomy in day-to-day operations, with performance reviewed through periodic reports, goal-setting sessions, and evaluation of departmental outcomes.

EXAMPLES OF DUTIES - ESSENTIAL FUNCTIONS:

The following functions are typical for this position. An employee in this position may not perform all these duties and/or may perform similar related duties not listed here. These examples do not include all the duties which an employee in this position may be expected to perform.

- Evaluates the performance of assigned personnel; establishes and evaluates appropriate performance and operation standards in coordination with the Chief of Police.
- Ensures compliance with Oregon Emergency Management (OEM) standards and federal regulations related to emergency communications and public safety technology.

This description covers the most significant essential and auxiliary duties performed by the position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

- Manages and maintains public safety communication systems, including Computer-Aided Dispatch (CAD), radio networks, and Records Management Systems (RMS).
- Coordinates with law enforcement, fire, EMS, and other public safety agencies to enhance communication and response effectiveness.
- Collaborates with IT and vendors to ensure the security and functionality of emergency communication and data systems.
- Oversees staffing, training, and scheduling of 911 communications personnel.
- Manages and enforces Labor Contract and assists management with the negotiation of new contracts.
- Ensures system redundancy and continuity of operations in the event of technological failures or disasters.
- Oversees the Records Division, ensuring accurate collection, storage, and dissemination of law enforcement records.
- Maintains security and integrity of digital and physical law enforcement records.
- Directs and manages the proper collection, storage, and disposition of evidence and property in accordance with legal requirements.
- Ensures strict chain-of-custody procedures to maintain the integrity of evidence for court proceedings.
- Performs other related duties as assigned.

SCREENING CRITERIA:

Education and Experience: *Any equivalent combination of training and experience that provides the applicant with the knowledge, skills, and abilities to perform the work will be considered. A typical way to obtain the knowledge, skills, and abilities would be:*

- High School Diploma or G.E.D. required.
- Minimum of 7 years of experience in emergency communications, with at least 2 years in a leadership role.

Special Requirements/Licenses:

- Advanced Telecommunicator Certification from Oregon DPSST.
- Oregon DPSST Supervisory Certificate.
- Must obtain an Oregon DPSST Management Certificate within two years of hire.

Preferred Qualifications:

- Bachelor's degree in Criminal Justice, Public Administration, Information Technology, Communications, or a related field

Knowledge, Skills and Abilities:

Knowledge of:

- 911 operations, public safety technology, and law enforcement records management.
- Familiarity with Oregon state laws and federal regulations, including CJIS, NIBRS, and FOIA requirements.
- Working within a labor relations environment and utilizing a collective bargaining agreement.
- Public records laws compliance, evidence retention policies, and data privacy regulations
- Labor relations and collective bargaining processes, including contract negotiation and grievance handling.
- Organizational development and change-management theories, including succession planning, performance-management systems, and culture-building strategies.

Skilled in:

- Strong leadership, organizational, and problem-solving skills.

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- Labor relations and interpreting and applying a collective bargaining agreement.
- Managing and maintaining public safety communication systems, including Computer-Aided Dispatch (CAD), radio networks, and Records Management Systems (RMS).
- Identifying and implementing technology upgrades to enhance emergency response, data security, and operational efficiency.
- Collaborating with IT and vendors to ensure the security and functionality of emergency communication and data systems.
- Overseeing the integration of body-worn cameras, in-car video systems, and other law enforcement technology.
- Developing and enforcing policies for record retention, expungements, and Freedom of Information Act (FOIA) requests.

Ability to:

- Work effectively with government agencies, law enforcement, and the community.
- Interpret complex legislation and translate legal requirements into clear, practical policies and procedures.
- Handle confidential and sensitive information with the highest level of integrity and discretion.
- Adapt quickly to changing organizational needs, emerging regulations, and new technologies.
- Champion a customer-service mindset, respond promptly and constructively to stakeholder inquiries and concerns.
- Drive continuous improvement by identifying process gaps, recommending solutions, and tracking implementation outcomes.
- Implement auditing procedures to verify compliance with best practices and accreditation standards.
- Develop policies and procedures for evidence destruction, return, or transfer in accordance with legal mandates.
- Participate in the collective bargaining process, providing input on operational and personnel considerations.
- Address and resolve labor-related issues, grievances, and disputes in accordance with contract terms and department policies.
- Foster positive labor-management relations through effective communication and problem-solving strategies.
- Serve as a liaison with city, county, state, and federal agencies on public safety communication, records, and technology initiatives.
- Prepare reports and presentations for executive leadership, elected officials, and the public.
- Oversee staffing, training, and scheduling of personnel.

PHYSICAL DEMANDS OF POSITION: *The physical demands listed below represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.*

1. Frequent sitting and stationary work at a computer terminal for extended periods.
2. Occasional standing, walking, bending, stooping, kneeling, and reaching to access files and work areas.
3. Ability to lift and carry up to 20–25 pounds (boxes of files, training materials, office supplies) occasionally and up to 5 pounds frequently.
4. Fine motor skills and manual dexterity for operating keyboards, mice, scanners, and other office equipment.
5. Visual acuity for reading printed documents and reviewing information on computer screens.
6. Auditory and verbal communication abilities for phone calls, presentations, and meetings.

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WORKING CONDITIONS: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- This position requires availability for emergency situations, including nights, weekends, and holidays as needed.
- May require travel for training, conferences, and interagency coordination.
- While performing the duties of this position, the employee is primarily working indoors in an office environment; The noise level in the work environment is usually moderate and lighting is adequate.
- Tolerance of moderate office noise, interruptions, and the ability to focus on complex tasks.

SIGNATURES:

This document has been reviewed by the Supervisor and the Incumbent. I understand that this document is intended to describe the most significant essential and auxiliary duties performed by the job/position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job/position description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.

_____	_____	_____
Incumbent Name	Incumbent Signature	Date
_____	_____	_____
Supervisor Name	Supervisor Signature	Date

DATE CREATED:07/01/2026
UPDATED:07/13/2026