

WE ARE HIRING!



The City of Tempe currently has a job vacancy for the following position:

Communications Manager

Salary Range: \$103,621 - \$137,816 annually

***REVISED**

The Police Communications Bureau Manager is a crucial leadership role within the Tempe Police Department, overseeing the Communications Center. Reporting directly to the Assistant Chief of Police for Support Services, this manager is instrumental in ensuring that the Communications Center's operations align with the department's goals. The Center handles more than 115,000 calls for service annually and operates with a \$5.3 million budget. Key responsibilities include driving the division's vision, developing employees and supervisors, assessing the current training program, and achieving ALEAP Accreditation for the Communications Center.

Leading a professional staff of 39—including 28 dispatchers and 6 supervisors—the Police Communications Bureau Manager must effectively represent the department at regional PSAP meetings. In the absence of the Assistant Chief, this role may assume executive command responsibilities and is expected to uphold the highest standards of integrity, teamwork, service excellence, and strategic fiscal management.

[APPLY NOW](#)

[BENEFITS](#)

First review of applications will take place on September 27, 2024;

Next review will take place on October 17, 2024

Recruitment will remain open until the position is filled.

Questions:

elva_rios-chavez@tempe.gov

480-350-8289

QUALIFYING EXPERIENCE AND EDUCATION

EDUCATION

- Requires the equivalent to a bachelors degree from an accredited college or university with major coursework in criminal justice, public administration, or degree related to the core functions of this position.

The term “equivalent” means that directly related work experience exceeding the required work experience will substitute in equal time increments for college-level education, for example: one year of additional directly related work experience will substitute for one year of college education (30 credit hours).

EXPERIENCE

- Four (4) years of supervisory experience in a public safety environment.

CERTIFICATION

- Possession of a valid driver’s license.

ADDITIONAL REQUIREMENTS

- Must pass a police background examination.

THE IDEAL CANDIDATE

The preferred candidate will be a seasoned law enforcement professional with a robust background in police management and proven leadership skills. Experience in managing police operations is essential, along with a commitment to professional development, teamwork, and high-quality customer service. Formal leadership training, such as LPO, West Point Leadership, SPSC, or equivalent is highly desirable. While experience in a police communications center is beneficial, it is not a prerequisite for this role.



THE POLICE DEPARTMENT

[Learn more about Tempe PD](#)

The Office of the Chief is responsible for the administration and general supervision of all police operations. The Office of the Chief is charged with the coordination of all investigations and procedures; the provision of leadership, management and administration; and the consistent building of strong and productive relationships with City departments and staff, residents, businesses, community groups, and the media.

The Field Operations Division is responsible for responding to police requests for service and performing preliminary investigative work at crimes scenes. Patrol Squads conduct vehicle patrol and provide visibility, deterrence, and timely response to neighborhoods, as well as work with the community to address public safety concerns.

The Investigations Division comprises of the Criminal Investigations Bureau and the Police Analytics Bureau. The Criminal Investigations Bureau is tasked with investigating NIBRS-classified crimes, combating narcotics and human trafficking, and targeting violent and career criminals through intelligence-led policing and data analysis. The Police Analytics Bureau includes consists of the Crime Analysis Intelligence Center, which supplies crucial data and intelligence for crime reduction; Forensic Services, which handles crime scene and evidence processing; Technical Services, which supports the department's technology infrastructure; and the Real-Time Operations Center, which offers real-time monitoring and coordination to enhance public safety and emergency response. Together, these bureaus ensure a comprehensive approach to crime investigation and public safety.

The Support Services Division is responsible for answering all incoming calls for service and providing 24-hour dispatch services through the emergency call center, maintaining a full police records management system, administering the department's operating and capital improvement budgets, providing oversight of the property & evidence facility, and managing the detention facility. Additionally, the Support Services Division is responsible for the recruiting, hiring, and training function.

