



Communications Center Manager

Department: Public Safety / Communications Center

Revised: January 2026

DESCRIPTION

Oversees daily emergency communications, while managing staff, operations, technology, and budget for the Communications Center. Ensures seamless 24/7 response and responsible for efficient processing of emergency calls and the effective dispatching of police, fire, and EMS resources. Develops policies, oversees supervisors, handles personnel, coordinates with outside agencies, maintains equipment, and ensures compliance with standards. Often on-call and deals with high-stress situations.

SPECIFIC DUTIES

- Responsible for the 24-hour operation of the Lycoming County Communications Center.
- Plans, coordinates, and directs all center activities, ensuring efficient 24/7 operations for emergency and non-emergency calls.
- Implements work schedules to maintain 24/7 staffing levels and, in conjunction with HR, handles disciplinary actions or performance evaluations.
- Develops, implements, and revises standard operating procedures (SOPs), goals, and strategic direction, including adherence to state and federal guidelines. Ensures compliance with FCC, state, and local regulations.
- Assists with budget preparation, manages expenditures, and oversees grant applications.
- Maintains and submits accurate yearly PEMA financial reports and accurate responses to PEMA financial audits.
- Manages communication systems (radio, phone, CAD, NG911), oversees maintenance, and plans for system upgrades.
- Coordinates with law enforcement, fire, EMS, and other public safety agencies (such as: basic life support services, advanced life support services, police departments, and hospitals) to optimize communication and response.
- Completes periodic review of all Communications Manuals: Fire/EMS (as well as field manual), Police, and Internal Operations Manual to ensure accuracy and maintain a Dispatch backup manual.
- Ensures accurate data entry and validation, often involving systems like NCIC (National Crime Information Center).
- Investigates complaints, ensures proper handling of evidence (call recordings), and maintains high operational standards, and ensures Act 78 and Public Safety Emergency Telephone Act compliance.
- Submits annual PEMA 9-1-1 plan, oversees PEMA QA/QI requirements, and responsible for overseeing the PEMA 9-1-1 Training Certifications for Communication Center staff.
- Maintains effective communications within DPS divisions; specifically, EMA and EMS.
- Serves on-call, responds to emergencies from off-duty and plans for continuity of operations.

EMERGENCY DUTIES

- Leads operation of the Communications Center during a disaster and activation of the EOC (Emergency Operations Center), and works in tandem with EMA Manager and Director to resolve.
- Notifies and alerts all agency users including Lycoming County Commissioners, Director of Management Operations, Lycoming County Sheriff, and agencies such as: ACS and American Red Cross.

SUPERVISORY RESPONSIBILITIES

Provides operational oversight to supervisors and staff.

In the absence of the Director or Deputy Director of DPS, also responsible for overseeing EMA and EMS staff and assumes responsibilities as needed.

WORKING CONDITIONS

This role involves long hours sitting at a console, often requiring 24-hour on-call availability for critical accidents, night meetings attendance, periodic distance travel to meetings or for position educational opportunities.

Must be able to remain calm under extreme stress and make life and death decisions.

JOB REQUIREMENTS

- Bachelor's degree in Management, Criminal Justice, Public Administration, or related field, and four (4) years related experience.
- Three (3) years Supervisory experience in a Communications Center with knowledge of modern 9-1-1 and dispatch procedures highly preferred.
- Demonstrated effective writing, interpersonal, and verbal skills as well as Personnel, Fiscal and Project Management skills desired.
- Valid PA driver's license
- Must submit to an extensive background and criminal history check and must be fingerprinted and sent into the FBI Identification Division through the State Identification Bureau.
- Must submit to and pass a drug and alcohol screening per County policy.

Company Description

County of Lycoming is a county in the U.S. Commonwealth of Pennsylvania and comprises the Williamsport Metropolitan Area. Lycoming is Pennsylvania's largest county by area and is a great place to live and work, offering outdoor adventures, history and culture, and sporting events.

Providing quality customer service to our citizens, business owners and visitors is County of Lycoming's top priority and that starts with our employees.

We offer an award-winning comprehensive benefits package, including generous paid holidays and vacation, a deferred benefit retirement plan, deferred compensation retirement plan availability, affordable medical and dental coverage, innovative wellness programs, extensive professional development opportunities, and more.

County of Lycoming is an Equal Opportunity Employer

This Organization Participates in E-Verify

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