



CLASS TITLE | FIRE DISPATCH OPERATIONS MANAGER

PAY GRADE: EX-40 | www.cityoftulsa.org/pay

Effective Date: 4/29/2026

CLASS CODE: 2133

PURPOSE OF THE CLASSIFICATION: Under general direction, reporting directly to the Chief of the Tulsa Fire Department, is responsible for strategic planning, organization and oversight of the Tulsa Fire Department (TFD) dispatch operations in coordination with Public Safety Communications (911) division and Tulsa Police Department (TPD) management; and performs other related assigned duties.

ESSENTIAL TASKS:

- Coordinates with TFD and TPD senior leadership to support a collaborative working environment with Public Safety Communications and various external stakeholders
- Manages all fire dispatch operations, and provides input to management on recruitment, selection, performance and career development initiatives related to fire dispatch duties for assigned personnel
- Oversees all aspects of the TFD dispatch process, ensuring efficient and effective service delivery
- Develops, implements and maintains policies and procedures for TFD dispatch, ensuring compliance with state, local and federal regulations
- Analyzes dispatch data to identify trends, patterns and areas of improvement and prepares and presents reports to management and elected officials as requested
- Develops and implements plans for technological upgrades and operational improvements
- Manages the preparation and administration of the TFD dispatch budget, ensuring sufficient allocation of resources and effective financial planning
- Develops and implements public education programs to promote awareness of fire emergency services and proper use of the Emergency 911 system
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Completion of one hundred twenty (120) hours from an accredited college or university with an emphasis in criminal justice, public administration, emergency management, or a field related to the requirements of this job description; (master's degree *preferred*); **and,**
- (b) Four (4) years of experience in dispatch operations, public safety, emergency management, or a field relevant to the essential tasks of this job description; **including,**
- (c) Two (2) years acting in a lead or supervisory role as demonstrated through work experience



Knowledge, Abilities and Skills:

Knowledge of:

- Comprehensive knowledge of the laws, ordinances and regulations relating to public safety
- Considerable knowledge of City of Tulsa Policies and Procedures
- Considerable knowledge of computer operations and the use of software applications
- Good knowledge of budget management and planning procedures
- Good knowledge of the principles, practices and methods of public safety dispatch and call-taking

Ability to:

- Remain composed and calm during emotional and stressful situations
- Prioritize competing priorities, motivate staff, communicate effectively, and exercise good judgment under pressure while maintaining effective operations
- Strong organizational skills and attention to detail to manage budgeting, purchasing, contracts, personnel records, and various administrative tasks
- Adapt to changing technological needs
- Understand and adhere to regulations, effective communication, and establishment of positive relationships
- Provide high-level customer support, working independently, and collaborating with various stakeholders
- Effectively and efficiently lead, instruct, train and motivate employees assigned to fire dispatch tasks
- Understand and influence the behavior of internal and external customers in order to achieve job objectives and cause action or understanding
- Analyze and identify employee, administrative, operational, and organizational issues directly related to or affecting fire dispatch; evaluate alternatives and reach sound, logical, and fact-based conclusions; develop sound and persuasive recommendations for management

Skill in:

- Efficient time management to handle multiple responsibilities and meet deadlines effectively
- Developing and maintaining positive and effective interpersonal relationships
- Fostering teamwork and horizontal alignment to develop a collaborative work environment with management, staff, first responders, community members, and other stakeholders
- Effective communication skills to liaise with management, personnel, vendors, community members and other stakeholders, ensuring clear and accurate information exchange



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- Using evolving software programs and understanding technical materials

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone ; exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently; may be subject to walking, sitting, standing for extended periods, reaching and bending; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver license. Relevant certifications in emergency dispatch, public safety or related field *preferred*.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; may require travel to various locations.

EEO Code: E-02
Group: Clerical and Administrative
Series: Communications, Operations & Maintenance