



POLICE COMMUNICATIONS MANAGER

\$174,925 - \$245,097 annually

THE CITY

Known as the “Capital of Silicon Valley,” the City of San José plays a vital economic and cultural role in anchoring the world’s leading innovation region. Encompassing approximately 181 square miles at the southern tip of the San Francisco Bay, San José is Northern California’s largest city and the 13th largest city in the nation. With nearly one million residents, San José is one of the most diverse large cities in the United States. San José’s transformation into a global innovation center has resulted in one of the largest concentrations of technology companies and expertise in the world, including major tech headquarters like Cisco, Adobe, Zoom, Samsung, and eBay, as well as start-ups and advanced manufacturing. The City of San José has twice been named “The Most Innovative Large City in America” by the Center for Digital Government.

San José’s quality of life is unsurpassed. Surrounded by the Diablo and Santa Cruz mountain ranges and enjoying an average of 300 days of sunshine a year, residents have easy access to the beaches along the California coast, including Santa Cruz, Monterey, and Carmel; Yosemite and Lake Tahoe in the Sierra Nevada; local and Napa Valley wine country; and the rich cultural and recreational life of the entire Bay region. San José has received accolades for its vibrant neighborhoods, healthy lifestyle, and diverse attractions from national media, including Business Week and Money magazines. For more information about the unparalleled quality of life in San José, please visit <https://www.sjeconomy.com/why-san-jose>.

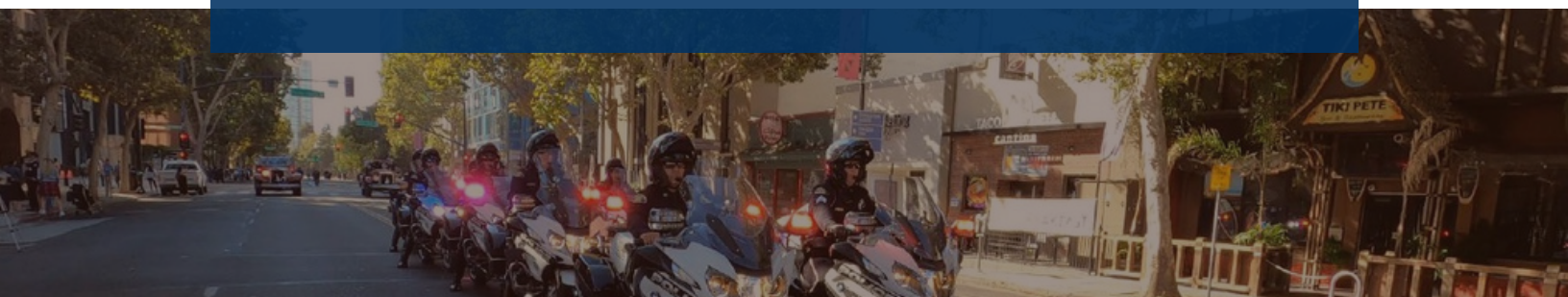
In 2011, the City adopted Envision San José 2040, a long-term growth plan that sets forth a vision and a comprehensive road map to guide the City’s anticipated growth through the year 2040. The Plan embodies the City’s “more urban future,” proactively directs significant anticipated growth in new homes and workplaces into transit-accessible, infill growth areas, and supports evolution toward a more urban landscape and lifestyle. The San José area is powered by one of America’s most highly educated and productive populations. More than 40% of the workforce has a bachelor’s degree or higher, compared with 25% nationally. Forty percent of San José residents are foreign-born, and 50% speak a language other than English at home. San José is proud of its rich cultural diversity and global connections, as well as the essential role the City plays in connecting residents and businesses to the nation and the world and, in March 2026, San José announced that it has been recertified as a 4-star Certified Welcoming Community.

THE GOVERNMENT

The City of San José is a full-service Charter City and operates under a Council-Manager form of government. The City Council consists of ten (10) council members elected by district and a mayor elected at large. The City Manager, who reports to the Council, and her executive team provide strategic leadership that supports the policy-making role of the Mayor and the City Council and motivates and challenges the organization to deliver high quality services that meet the community’s needs. Department heads are appointed by the City Manager with confirmation by the City Council. The City actively engages with members of the community through Council-appointed boards and commissions.

The City’s priorities are guided by five City Council Focus Areas which bring greater organizational emphasis, resource prioritization, and regular governance-level reporting to make notable progress on a limited number of strategic areas impacting the community. The current City Council Focus Areas are Increasing Community Safety, Reducing Unsheltered Homelessness, Cleaning Up Our Neighborhoods, Growing Our Economy, and Building More Housing.

In addition to providing a full range of municipal services including police and fire, San José operates an airport, a municipal water system, a regional wastewater treatment facility, some 200 neighborhood and regional parks, and a library system with 24 branches. The City also oversees convention, cultural, and hospitality facilities that include the San José McEnery Convention Center, Center for the Performing Arts, California Theater, Mexican Heritage Plaza, and the SAP Center San José – home of the National Hockey League San José Sharks. City operations are supported by 7,009 full-time equivalent positions and a total operating and capital budget of \$6.3 billion for the 2025-2026 fiscal year. San José is dedicated to maintaining the highest fiscal integrity and earning high credit ratings to ensure the consistent delivery of quality services to the community. Extensive information regarding San José can be found on the City website at www.sanjoseca.gov.



THE DEPARTMENT

The San Jose Police Department (SJPd) is recruiting to fill the Police Communications Manager position in the Bureau of Administration (BOA) in the Communications Division, responsible for managing the answering and dispatching of emergency 9-1-1 calls. The Bureau of Administration (BOA) is one of four bureaus within the Police Department and is comprised of the Communications Division, Operations Support Services Division (OSSD), and the Training Division. The Communications Division is comprised of approximately 162.5 civilian employees, with a budget of \$27 million. The city recently passed a bond measure for physical improvements of the Police Department's Communications Center. Potential challenges for the new Police Communications Manager include a Computer Aided Dispatch (CAD) upgrade; redistricting of police channels; implementing Next Generation 9-1-1 technologies; staffing issues including hiring and retention of employees; and implementing recommendations made by the Grand Jury and City Auditor.

THE POSITION

The Police Communications Manager will report directly to the Deputy Chief of BOA and is an essential executive position within the Police Department.

The San Jose Police Department's Police Communications Manager will be responsible for operating and managing the largest Communications Center in Santa Clara County. The Police Communications Manager will set Division policy related to public dispatch protocol and will ensure workforce productivity through effective interpersonal skills and adherence to instituted procedures.

The Manager will supervise shift managers (including the Assistant Communications Manager), assign and prioritize staff work, evaluate the performance of mid-level managers, and monitor the evaluation process for all of the Division employees.

The Manager will be responsible for preparing, administering, and managing the Division budget. This will include the authorization of expenditures while complying with City protocols. The Manager will ensure the budget is kept within the appropriate authorizations.





THE POSITION continued

The Manager will manage all aspects of Communications projects, including CAD replacements and/or upgrades, telephone upgrades, and radio upgrades. This will be accomplished by negotiating contracts, scheduling vendors, and requesting services.

The Manager will be responsible for holding contractors accountable in an expeditious and efficient manner.

The Manager will prepare and present department reports for Senior Management and City Council. This will include preparing Annual Performance Plans and Quarterly Program Management Reports that encompass measures, accomplishments, and needs of the Division.

The Police Communications Manager will work closely with other Department managers and must possess strong leadership, interpersonal, decision-making, and collaborative skills. The Manager must be able to develop a cohesive work environment.

The essential functions of this position are as follows:

- A history of effectively managing communications staff and working in an environment in which senior department managers regularly balance competing expectations from groups with diverse points of views and interests.
- Skill in creating new approaches to a variety of unprecedented and problematic situations.
- Ability to manage a complex and critical operation, communicate well with an experienced staff, including the oversight of a public safety communications operation for both day-to-day operations as well as future development.
- Politically astute and able to establish trust with other city departments, as well as outside public and private agencies.
- Strong leadership ability relating to employee supervision, motivation, training, and hiring, including mentoring and coaching.
- Understand and communicate information about complex systems to individuals with varying levels of experience.
- Knowledge of modern public safety systems, including Computer Aided Dispatch (CAD), 9-1-1 telephone systems, Land Mobile Radio (LMR) systems, and Next Generation 9-1-1 technologies.
- Effective communication skills and approachability with staff at all levels.
- Commitment to excellence and customer service.
- Ability to clearly express ideas, verbally and in written form.
- The Division operates 24 hours a day, 365 days of the year including holidays. As such, the Police Communications Manager must be available via telephone at all times and may be scheduled to work evenings, nights and/or weekends.



THE IDEAL CANDIDATE

The ideal candidate is an accomplished, results-driven executive who demonstrates exceptional leadership, communication, and interpersonal skills. They should have experience with some elements of the department's portfolio of services, and the ability and desire to learn the others. The ideal candidate will have experience building relationships and collaborating with a variety of internal and external stakeholders, including elected officials. The ideal candidate will possess and demonstrate the following attributes:

- **Job Expertise:** Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies, and federal and state rules and regulations. Knowledge of modern dispatch center systems such as Computer Aided Dispatch (CAD), Land Mobile Radio (LMR), and 9-1-1 Telephone use is also desired.
- **Leadership:** Leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, allowing others to learn from mistakes; provides motivational support and direction.
- **Management:** Evaluates priorities to ensure the 'true' top priorities are handled satisfactorily; sets clear goals for the employees and the work unit.
- **Maintaining Personal Credibility/Meeting Ethical Standards:** When confronted with ethical dilemmas, acts in a way that reflects relevant law, policy, and procedures, agency values, and personal values.
- **Analytical Thinking:** Approaching a problem or situation by using a logical, systematic, sequential approach.
- **Political Skill:** In taking action, demonstrates an understanding and consideration of how it will impact stakeholders and affected areas in the organization.
- **Problem Solving:** Approaches a situation or problem by defining the problem or issue; determines the significance of the problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- **Teamwork & Interpersonal Skills:** Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- **Communication Skills:** Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts.

A photograph of a San Jose Police Dispatcher working at a computer. The dispatcher is wearing a white uniform shirt with a "SAN JOSE" patch on the sleeve and a headset. The computer monitor displays a map and some text. The background is slightly blurred, showing an office environment.

MINIMUM QUALIFICATIONS

Education, Experience and Certifications:

- A bachelor's degree from an accredited college or university in Business, Public Administration, Human Resources Management, Criminal Justice, Public Communications, or other related field.
- Six (6) years of police, fire, or emergency medical dispatching experience, including three (3) years of supervision experience equivalent to Supervising Public Safety Dispatcher or higher.
- Licenses: The San Jose Police Department is a California POST-certified agency. The selected candidate must possess or obtain a California POST Basic Dispatcher certificate and a California POST Management Certificate within two (2) years of employment. Possession of a valid driver's license is also required.

Form 700:

This position is designated under the City's Conflict of Interest Code and/or California Government Code Section 87200 and requires disclosure of certain financial interests through the Statement of Economic Interests (Form 700). Upon hire and annually each spring, the incumbent must also file the Family Gift Reporting Form with Form 700, as required by the California Fair Political Practices Commission (FPPC).

Employment Eligibility: Federal law requires all employees to provide verification of their eligibility to work in this country. Please be informed that the City of San José will not sponsor, represent, or sign any documents related to visa applications/transfers for H1-B or any other type of visa that requires an employee application.

COMPENSATION & BENEFITS

The salary range for the position is **\$174,925 - \$245,097 Annually**

Included in this salary, is an approximate five percent (5%) on-going non-pensionable pay. The actual salary will be determined by the final candidate's qualifications and experience.

Retirement: The City has its own competitive defined benefit retirement plan separate from and with full reciprocity with CalPERS.

Health Insurance: The City contributes 90% towards the premium for the lowest-priced nondeductible plan. Several plan options are available.

Dental Insurance: The City contributes 100% of the premium of the lowest-priced plan for dental coverage.

Personal Time: Vacation is accrued initially at the rate of three weeks per year with amounts increasing up to five weeks after 15 years of service. Vacation accrual may be adjusted for successful candidates with prior public service to reflect a vacation accrual rate commensurate with total years of public service. Executive Leave of 40 hours is granted annually and depending upon success in the Management Performance Program, could increase to up to 80 hours. Sick Leave is accrued at the rate of approximately 8 hours per month.

Holidays: The City observes 15 paid days annually.

Deferred Compensation: The City offers an optional 457(b) plan.

Flexible Spending Accounts: The City participates in Dependent Care Assistance and Medical Reimbursement Programs.

Insurance: The City provides a term life insurance policy equal to two times annual salary. Long-term disability and AD&D plans are optional.

Employee Assistance Program (EAP): The City provides a comprehensive range of services through its EAP.

Executive Management Benefits: [click for more information](#)

Health Benefits: [click for more information](#)



Application & Recruitment Process

The final filling date is August 28, 2026

To be considered, please electronically submit your resume, cover letter, and a list of three professional references (references will not be contacted in the early stages of the recruitment) to:

<https://koffassociates.com/police-communications-manager/>

For additional information, please contact:

Chelsea Freeman

510.570.3844

chelsea_freeman@ajg.com

Website: <https://koffassociates.com/>

Resumes will be screened based on the criteria outlined in this brochure. Candidates with the most relevant qualifications will be given preliminary interviews by the consultant. Koff & Associates, a Gallagher Company, will report the results to the City. The City will then select candidates to participate in panel interviews. Extensive reference and background checks will be completed on the selected candidate.

The City of San José is an equal opportunity employer. Applicants for all job openings will be considered without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status, or any other consideration made unlawful under any federal, state, or local laws. The City of San José is committed to offering reasonable accommodations to job applicants with disabilities.



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