

# STANDARD OPERATING PROCEDURE

## Collateral - Communications



**Department:** Operations

SOP#130.4

**Applicable to:** All Staff

**Effective Date:** 1 July 2020

2 Pages

**Authority:** Chief Of Operations

**Applicable CAAS Standard:**

**Revised Effective Date:**

### Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the position of Brighton Volunteer Ambulance (BVA) regarding the collateral responsibility of the Communications Officer.

### Content:

<b>Position Title:</b> Communications Officer
<b>Supervised By:</b> Deputy Chief
<b>Supervises:</b> Communications Equipment
<b>Status:</b> Collateral Duty
<b>Schedule:</b> As needed within scheduled hours

### Summary Description:

The Communications Officer is accountable for continual upkeep and stock of agency communication equipment. This includes purchasing all necessary supplies and goods to maintain compliance with required Local, State, and Federal regulations. Furthermore, the Communications Officer is required to ensure equipment readiness, and is responsible for the periodic gear and equipment inspections, maintenance of service matters, and continual assurance that their portion of the Operations Budget is in compliance.

### Job Magnitude:

Department Staff: 2  
Department Budget: As allotted by the the Chief

### Structure:

The Communications Officer is a collateral duty position, to be filled by an Operations Supervisor, Lieutenant or higher. Work time is split between road, supervisory, and Communications responsibilities. This individual is accountable to the Deputy Chief in areas regarding the scheduling, planning, and activities involved with actual maintenance of the role and its responsibilities, and is accountable to the Chief in regards to the Department Budget. A non-ranking Communications Manager may be assigned as needed, in order to support the Communications Officer and ensure the ongoing supply and stock of materials. In the absence of the Communications Officer, the Communications Manager will assume the full responsibilities of the Communications Officer, or as designated by the Chief. If utilized, the Communications Manager is accountable to the Communications Officer.

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This document supersedes any documents on the topic dated prior to the effective date noted above.

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### Essential Functions:

- Maintain an inventory of all Radio Equipment and associated serial numbers.
- Maintain a supply of supplementary equipment to afford basic repairs.
- Maintain the Agency Communications Plan.
- Work closely with Radio Center and approved vendors to complete repairs in a timely manner.
- Follow the purchasing accountability plan.
- Maintain compliance with allotted department budget as designated by the Chief
- Maintain inventory record of all goods and supplies ordered, received, issued, and utilized
- Proactively work to identify opportunities for waste reduction and implement them
- Aids in accident investigation as needed, and is recallable to contribute to staffing
- Prepares a monthly report summarizing department status
- Other Duties as assigned by the Chief's

### Physical Environment, Working Conditions, and Challenges

- The position requires significant physical strength and dexterity and the ability to function in very adverse environments with exposure to numerous safety risks
- Must complete all roles, Officer, Road Provider, and Communications Officer; often consecutively.
- Complete collateral assignments during times not regularly scheduled to support the needs of the agency, including nights, weekends, and holidays.
- Develop, propose, and implement programs that are responsive to the needs of the agency where little or no precedence may exist.
- Time pressures to develop these strategies which impact heavily on the agency.
- Support new programs and encourage all personnel to comply with current and new communications programs and initiatives.
- Foster an environment of exceptional morale and professionalism.

### Qualifications

- Ranking Operations Officer and associated requirements as such
- Inventory management and customer relations management experience
- Fiscal responsibility including management of a department budget and ongoing expenditures

*The Chief reserves the right to waive any of the minimum qualifications set forth above and consider any other qualifications or combination of qualifications that, in the Chief's opinion, will serve as an adequate substitute for those minimum qualifications.*

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