



JOB DESCRIPTION

Job Title: OPERATIONS MANAGER

Reports to: Executive Director

Date Revised/Approved: 6/23/2021

Pay Scale / Hiring Range: \$77,750 - \$90,000

EMPLOYMENT

The Operations Manager shall be a full time, salaried Employee of Central County, employed by and reporting to the Executive Director, with the concurrence of the Operating Committee and Board of Directors.

JOB DESCRIPTION SUMMARY

This position manages the operations of and personnel for Central County Emergency 9-1-1 Public Safety Dispatch Center. Job responsibilities involve complex program management. This position interprets, monitors, adjusts, and implements policies and procedures; provides supervision and direction to subordinate personnel; stays cognizant of emergency communications needs and of personnel and labor relations issues and actively works to rectify related challenges. Work is performed under the direction of the Executive Director.

The Operations Manager shall incorporate Central County Emergency 9-1-1's mission, vision, values, and goals in service delivery. This position is responsible for maintaining and ensuring operations are functioning within the guidelines and requirements of the agency's standards and for ensuring all Telecommunicators meet the requirements set to maintain the highest industry standards. The Operations Manager must be able to articulate Central County Emergency 9-1-1's expectations of professional conduct while demonstrating comprehension of one's duties and the essential functions of the position. The Operations Manager shall be subject to an annual evaluation by the Executive Director.

REQUIRED QUALIFICATIONS

- At least four years in public safety communications program management experience, including program operations and personnel management.
- At least five years of direct public safety communications experience, spanning a broad variety of services in fire and medical dispatching and call taking.
- An associate's degree in public safety, communications, public administration, business management or a related field, or an equivalent level of responsible program management and operations experience may be substituted on a year-for-year basis for the educational requirement.
- Must successfully pass pre-employment background / reference check, criminal history check, and drug screen.
- Knowledge of public safety communications (fire and medical) principles, practices, standards, techniques, and technology.
- Experience in project management principles and practices including research, development, analysis, and implementation.
- Possess strong leadership.
- Knowledge of and technical experience in E 911, CAD, GIS and the operations and maintenance of public safety phone systems.

MINIMUM QUALIFICATIONS

- Must be a U.S. Citizen;
- Must be at least 18 years of age;
- Must possess a valid driver's license;
- Must possess a proficient level in reading, writing and analytical skills;
- Has the ability to self-express both verbally and in writing;
- Possess a basic working knowledge of computer systems;

PREFERRED QUALIFICATIONS

- Knowledge of Central County's operations, equipment, and procedures.
- Knowledge of Central Square Inform CAD (TriTech).
- IAED Priority Dispatch EMD Certification, or the ability to obtain certification within 12 months.
- IAED Priority Dispatch EMD-Q Certification, or the ability to obtain certification within 12 months.
- APCO or NENA Communications Center Supervisor Certification.
- NENA Center Manager Certification Program (CMCP), or IAED Communications Center Manager (CCM) Certification.
- NENA Emergency Number Professional (ENP) Certification.

JOB FUNCTIONS

Must be able to perform the following essential job functions with or without reasonable accommodation.

- Manages the full range of daily and long-term operational activities related to the Dispatch Center and Training & Accreditation program.

- Manages operational supervisors to ensure effective management and supervision of subordinate personnel.
- Participates as an integral member of the Administrative Team, working together with IT, HR, and the Administrative Manager to solve staff-related issues, tackle operational concerns, & works cohesively to maintain organizational growth as well as foster robust communication across the team.
- Oversees program missions, objectives, and priorities including the development of program structure and staff assignments.
- Implements policies, and procedures. Assigns staff authority and responsibility.
- Responsible for performance management, staff evaluation, and corrective action.
- Monitors consistency of staff in adhering to organizational protocol, policies and procedures.
- Serves as consultative support person to the Executive Director, working in tandem to maximize output of the Center's operations.
- Prepares and presents information including staff reports for the Board of Directors.
- Recommends, develops, and implements program and policy changes to proactively maximize output of emergency services.
- Responds to requests for information and feedback regarding operations, systems, and services.
- Responds to, investigates, and resolves complaints and/or inquiries whether internal or external.
- Oversees projects from inception to completion as they relate to daily operations.
- Reviews and provides feedback to subordinates regarding process development and implementation.
- Performs sensitive and confidential duties in the course of work or on behalf of the Executive Director.
- Serves as acting Executive Director in the absence of the Executive Director, as assigned.
- Attends conferences, various meetings, and training to stay up to date on trends in emergency services, technical services, policies, and procedures.
- Participates as needed during emergencies, including emergency operations center activations.
- Maintains knowledge of and acts with fiscal responsibility and works within the specified budget as directed.
- Comprehension and application of diversity awareness and an active commitment to ensure equal treatment amongst the staff, contracted entity contacts and the general public.
- Adheres to applicable local, state, and federal law and codes of conduct.
- Shall foster and create effective working relationships with all personnel within the organization and with individuals and organizations external to the agency.
- Shall encourage and support the highest quality of workplace team interaction and behavior.
- Oversees Organizational processes and consistently adds to improve team-dynamics.
- Assists with long-term planning to reach organizational goals.
- Oversees Training Coordinator and monitors New Hire Training and Development program to ensure successful integration of new dispatch staff.
- Shows leadership by motivating, coaching, and supporting subordinate staff to consistently perform to the best of their ability. This includes but is not limited to times in which the Operations Manager may need to assist the dispatch staff in tackling major incidents, flexing hours to be present during such events, or troubleshooting equipment when IT is unavailable.
- Ability to multi-task and prioritize based on level of importance. Understands the time-sensitive nature of matters related to the needs of contracted entity operations.
- Performs related duties as assigned.

ABILITY TO:

- Communicates effectively and presents information clearly, logically, and persuasively, both orally and in writing.
- Manages and directs complex emergency communications operations.
- Must be an effective communicator and maintain positive working relationships at all levels; Addresses problems head-on, in a timely manner with staff, contracted entity contacts, the administrative team and the general public.
- Exercises tact and diplomacy in dealing with sensitive, complex, and confidential issues.
- Exercises independent judgment, discretion, and takes initiative within limits of authority.
- Defines issues, analyzes problems, evaluates alternatives, and develops sound and reasonable recommendations.
- Organizes, sets priorities, and exercises sound independent judgment within areas of responsibility.
- Plans, directs, trains, and supervises the work of subordinate staff.
- Carries a cell phone and pager, works irregular hours, or shifts to connect with all operations personnel and is ready and available to respond by phone or in person at all hours of the day.
- Analyzes situations accurately and adopts effective courses of action.
- Interprets, applies, and explains complex rules, regulations, codes, laws, and ordinances pertaining to public safety communications and dispatching to subordinates.
- Conducts database queries and compiles information from multiple sources to prepare complex statistical and/or narrative reports that are comprehensive, clear, and concise.
- Reads maps and effectively directs personnel to various locations.
- Assesses and prioritizes during emergencies. Maintains composure and control while obtaining information from individuals in an emergency or other high-stress situations, including from those who are distraught, angry, frightened, abusive, incoherent, hysterical, or difficult to understand.
- Operates communication and dispatch equipment, including multi-line telephones, radios, paging systems, and computerized dispatching systems.
- Condenses large amounts of information into legible, sensible, written remarks.
- Types accurately and at a speed that is sufficient to efficiently perform assignments.
- Operates standard office equipment such as personal computers, copiers, scanners, fax machines, calculators, and multi-line phone systems.
- Utilizes standard business software, including word processing, spreadsheet, database, Internet, and email programs.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. They are not intended to be an exhaustive list of responsibilities, duties, and skills required. This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and the job requirements change.