

OPERATIONS MANAGER

FUNCTION OF THE JOB

Under direction, to supervise, plan, organize, coordinate, and manage the functions within the consolidated emergency telecommunications operations center; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Responsible for the operation of the communication center including the investigation and evaluation of system complaints from communities and the public, development of recommendations for solutions when necessary to ensure the quality, reliability, and timeliness of services provided.
2. Manages a team of shift supervisors who have first line supervisory responsibility over telecommunicators, including planning, training, assigning, reviewing and evaluating their work and handling personnel issues of the staff.
3. Establishes, reviews, revises, and administers proper work methods, policies, procedures, and schedules to ensure effective and efficient operations.
4. Assists in the development and monitoring of the communications center budget, objectives and strategic plan.
5. Monitors periodic performance testing of electronic and mechanical equipment; coordinates purchase of, repair to, and modifications of communications center equipment; assists in planning for growth expansion.
6. Sets expectations of quality service delivery and customer satisfaction, and then follows through with proactive performance management, training programs, team building, and application of available technology and industry best practices.
7. Represents the department to local governments and private entities, works with various committees, officials, agencies, and the general public; and furnishes information regarding the operation of the dispatch functions.
8. Develops and implements policies and procedures related to the dispatching of police, fire, and emergency medical services.
9. Directs, researches, coordinates, and may present the initial and in-service training for the communication center staff.
10. Researches, negotiates, coordinates and monitors contracted services to provide employee training; incorporates this training into the overall curriculum.
11. Develops orientation and training sessions for agency partners including law enforcement, fire, and emergency medical service personnel.
12. Conducts formal and informal needs assessments to improve center function; evaluates and modifies the training programs completed by the emergency communications center personnel.
13. Develops and implements performance standards, training evaluation process and tools.
14. Monitors federal and state statutes and regulations related to public safety dispatch operations and recommends changes as necessary.
15. Establishes and maintains effective working relationships with staff, agency partners, external agencies, other Public Safety Answering Points (PSAP's), vendors, dispatch user groups, and the general public.
16. Coordinates communication center emergency contingency planning and back-up.
17. Acts as a liaison between Emergency Management and agency partners and external agencies for the various emergency notification systems.
18. In certain situations, may answer incoming emergency and non-emergency phone calls using the computerized equipment and may dispatch and communicate to field units by radio, phone, and CAD.
19. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of department and standard operating procedures for law enforcement, fire service, and emergency medical communications center, including the operation and capabilities of radio, telephone, and other radio, telephone and data equipment.
2. Thorough knowledge of the capabilities and uses of computer aided dispatch system databases and interfaces.
3. Thorough knowledge of Federal Communications Commission rules and regulations.
4. Comprehensive knowledge of the modern principles and practices used in the development and presentation of employee training including initial and in-service training and education, adult learning theory and curriculum development.
5. Comprehensive knowledge of administrative, managerial, and supervisory principles and practices including budgeting, planning, program evaluation, and employee supervision in an emergency communications center environment.
6. Considerable knowledge of the principles, practices, and techniques of negotiating and conflict resolution, leadership, communication skills and group dynamics.
7. Ability to plan, organize, and effectively present ideas, concepts, and recommendations.
8. Ability to utilize word processing, database, Internet, and spreadsheet programs.
9. Ability to read, write and speak English fluently; speak clearly; hear and understand radio, telephone and verbal communications.
10. Ability to effectively supervise, assign, train, coordinate, and evaluate the work of supervisors and line staff; and to handle all personnel matters within the division.
11. Ability to respond to emergency situations and work a varied and flexible schedule.
12. Ability to prepare and maintain accurate reports and records.
13. Ability to communicate effectively, both verbally and in writing.
14. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
15. Ability to establish and maintain effective working relationships with staff, agency partners, external agencies, other PSAP's, vendors, dispatch user groups, and the general public.
16. Ability to research, develop and present training programs and materials and other learning activities.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in criminal justice, public administration, business administration, police science, public safety communications, communication or a closely related field.
2. Three (3) years of work experience in a public safety communications environment or a closely related field, with one (1) of the years as a supervisor.
3. Additional work experience in a public safety communications environment or a closely related field may substitute on a year for year basis for the post high school education requirement.