

**WEBER AREA DISPATCH 911 AND EMERGENCY SERVICES DISTRICT
JOB DESCRIPTION**

TITLE: OPERATIONS MANAGER		
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B-003	Approved: 04-25-2002	Revised: May11,2012
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GENERAL PURPOSE:

Responsible for all aspects of organizing, planning, managing, staffing and operational efficiency of the multi-county consolidated 9-1-1 emergency dispatch center. To include, but not limited to, strategic planning and day-to-day management of emergency, non-emergency police, fire and medical call taking and the dispatching of public safety first responders.

SUPERVISION RECEIVED:

Works under the general supervision of the Executive Director.

SUPERVISION EXERCISED:

Supervises Shift Supervisors.

ESSENTIAL FUNCTIONS:

Organizes, directs and monitors the daily operations of the dispatch District. Makes decisions affecting the delivery of communications services, and makes recommendations for improvements.

Implements standard operations procedures for the successful completion of dispatch District duties.

Maintains contact with user agencies and jurisdictions receiving emergency dispatch services. Resolves problems by implementing changes in procedures to better serve clientele. Serves as a liaison between agencies as needed to resolve communications issues.

Monitors and assures appropriate staffing within the District. Determines and assigns work schedules. Responsible for scheduling special staffing as requested by user agencies for special work details.

Participates in the selection process of entry level employees, and makes recommendations on hiring and firing. Participates in promotional processes within the District.

Reviews subordinates work performance. Works with those under supervision in setting goals and objectives.

Supervises subordinate personnel including determining workload and delegating assignments, training, monitoring and evaluating performance, and initiating corrective or disciplinary actions. Makes hiring/termination recommendations.

Conducts stress debriefing as needed to assist personnel cope with intensity and emotional impact of various emergency situations.

Develops quality assurance programs to assure proper utilization of policies and procedures.

Manages various programs to minimize operating expenses. Assists in budget and purchasing processes.

Monitors all operations logs, documents, and records information processed to assure correctness and accuracy. Initiates changes as needed.

Reviews and/or inspects works for quality, accuracy and completeness.

Recommends, advocates and/or implements new and or changes to existing policies and procedures.

Receives, researches and responds to incoming questions or complaints, provides information, explains policy and procedures, and/or facilitates a resolution.

Ensures compliance with applicable federal and/or state laws, regulations and/or agency rules, standards and guidelines.

Furnishes the public with information on the objectives and activities of the agency.

Prepare and document CAD reports and/or recorded 24-hour tape requests in response to subpoenas, for user agencies, the public and administration upon request. Subpoena may require testifying in court.

Notifies the Executive Director of any emergency existing in the District, or of any high profile incident handled by the District.

Attends all meetings of the Operations Advisory Committee and take part in their discussions and deliberations, but without the right to vote.

Serves on committees affecting the delivery of communications services, as appointed by the Director.

Oversees facility and equipment maintenance and repairs. Coordinates complex repairs with system vendors and contract maintenance programs.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Hold a Bachelor degree in Business Management or a related field.

AND

B. Five (5) years of experience as a Communications Manager or equivalent position.

OR

C. A combination of education and experience.

2. Required knowledge, skills and abilities:

A. Identify developmental needs of others and coach, mentor, or otherwise help others to improve their knowledge, skills and abilities.

B. Principles, theories and practices of performance management.

C. Interviewing techniques.

D. Applicable laws, rules, regulations and/or policies and procedures.

E. Plan, organize and prioritize time and workload in order to accomplish tasks and meet deadlines.

F. Ensure compliance with contract terms, policies and procedures, etc.

G. Communicate information and ideas clearly, and concisely, in writing; read and understand information presented in writing.

H. Supervise others by assigning/ directing work; conducting employee evaluations, staff training and development, taking appropriate disciplinary/corrective actions, making hiring/termination recommendations.

I. Court/hearing rules, records, procedures and protocol.

J. Develop and/or implement new policies/procedures/standards and/or rules and regulations

K. Develop approaches for implementation of an idea, program or change in operations.

L. Speak clearly, concisely and effectively; listen to, and understand information and ideas as presented verbally.

M. Operate radio dispatch equipment.

N. Determine how money will be spent to get the work done, and accounting for these expenditures.

O. Arrange, coordinate and schedule time and details.

SPECIAL QUALIFICATIONS

1. Criminal History: Have no criminal background or record.
2. Hour Requirements: Position generally requires a Monday through Friday, daytime hour commitment, with most holidays off. Position does require some flexibility and adaptation to irregular schedules, including evenings, weekends and holidays; adjustment of shifts, overtime, breaks, etc., may be required on short notice.

TOOLS AND EQUIPMENT USED

Various communications equipment including radio consoles, E911 telephone system, PBX telephone system, paging systems, logging recorder, TDD/TDY device, FAX, computers, printers, copy machine, phone switchboard, computer terminal, specialized public safety software programs including computer aided dispatch system.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The employee is also occasionally required to walk.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level of the work environment is usually quiet.