

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

TITLE: OPERATIONS MANAGER		
B-003	Approved: Pending	Revised: Pending

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 the 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 and training specialist.

ESSENTIAL FUNCTIONS:

Works in conjunction with Administrative Services Manager as District's liaisons with consortium agencies and other jurisdictions that receive dispatch services; ensures customer satisfaction; investigates and resolves complaints; develops and implements new processes to meet the needs of customer agencies.

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

Monitors and assures appropriate staffing. 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.

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

Reviews subordinates work performance. Works with those under supervision in setting goals and objectives and facilitates their professional development through mentoring, training, and assignments.

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

Develops and implements quality assurance programs to ensure compliance with District policies and procedures.

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

Monitors, reviews, and analyzes work for quality, accuracy, and completeness.

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

Facilitates the resolution of internal complaints; makes recommendations to Executive Director.

Ensures compliance with applicable federal and state laws, rules, standards, and regulations; ensures compliance with District policies and procedures.

Notifies the Executive Director of emergencies existing in the District and of any high profile incidents handled by the District.

Attends meetings of the Operations Board and fire and law subcommittees; takes part in their discussions and deliberations, but without the right to vote; proposes policy changes and equipment upgrades.

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

Coordinates with IT Manager regarding dispatch equipment maintenance and repairs.

MINIMUM QUALIFICATIONS

1. Education and Experience:

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

AND

B. Two (2) years of experience as a Public Safety Communications Supervisor or equivalent position.

OR

C. A combination of education and experience.

2. Required knowledge, skills and abilities:

- A. Ability to perform duties in support of the District's vision, mission, and values.
- B. Knowledge of laws, rules, regulations and standards of practice in the field of public safety communications.
- C. Demonstrated ability to effectively communicate information and ideas both verbally and in writing.
- D. Demonstrated ability to develop and implement new programs, policies, and procedures.
- E. Ability to speak clearly, concisely and effectively; listen to, and understand information and ideas.
- F. Knowledge and experience in the principles of performance management.
- G. Outstanding interpersonal relationship, employee coaching, and employee development skills.
- H. Demonstrated ability to foster and work successfully in a team-oriented environment.
- I. Knowledge of basic economic, budgeting, and accounting principles and practices.
- J. Demonstrated ability to serve as a knowledgeable resource to the District's executive team.
- K. Demonstrated ability to provide leadership, direction, and growth opportunities to subordinates.
- L. General knowledge of various employment laws and practices and employee relations.
- M. Evidence of the ability to practice a high level of confidentiality.
- N. Excellent organizational, time management and follow-through skills.

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. Position is an at-will, non-merit position serving at the pleasure of the Executive Director.

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.