



Position Title: Operations Manager

Classification: Exempt

Division: Operations, Training and Quality Assurance & Improvement

Reports to: Executive Director

Direct Reports: Dispatch Supervisors, Training Coordinator and QA/QI Coordinator

Date Job review and updated: August 13, 2015

Salary: Grade 21/Step 1 – Grade 21/Step 10

Starting \$54,558.40 - \$66,788.80 DOQ

Job Overview

This position manages the operations and personnel for the Regional Emergency Dispatch Authority (R.E.D.A.). Job responsibilities, involve complex program management and oversight, budgeting, development and implementation. This position interprets, monitors, adjusts and implements policies and procedures; provides supervision and direction to subordinate personnel; works independently and uses considerable discretion; stays aware of emergency communications needs and of personnel and labor relations issues. Work is performed under general direction of REDA's Director.

Distinguishing Characteristics

The essential distinguishing characteristics for this position includes, but are not limited to: management of personnel in a fair and consistent manner; proficiency in scheduling and time management; prioritization of tasks and working from tasks lists; effective and productive communication skills with internal and external personnel and agencies; acceptance of input where applicable and appropriate; keen evaluator of efficiency and productivity of staff; effective delegator that does not engage in micromanagement of subordinates.

Essential Job Functions

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

- Manage the full range of daily and long term operational activities related to REDA. Oversee Shift Supervisors, Training Coordinator & QA Manager to ensure effective management and supervision of all personnel
- Establish and implement shift objectives, priorities and quality assurance schedules to address deficiencies and support effective processes
- Develop and implement policies & procedures that outline various job assignments, staff authority and responsibilities in the absence of such guidelines in job descriptions and functions
- Oversee shift personnel management and labor relations including staff selection, hiring, evaluation, and corrective action
- Monitor shift and staff assignments, budgets and resources
- Participate as an integral member of REDA's management team
- Prepare and present information including staff reports, requests for proposals, etc.
- Recommend, develop and implement program and policy changes in conjunction with the Training Coordinator and other management personnel
- Oversee the investigation and resolution of complaints and/or injuries
- Provide information and assistance to other departments, outside agencies and the public as necessary
- Represent REDA in committee meetings, service relationship and public presentations
- Perform sensitive and confidential duties in the course of work or on behalf of REDA's Executive Director
- Serve as Acting Director in the absence of REDA's Executive Director
- Identify and recommend improvements to program systems and procedures
- Attend conferences, conventions or other various meetings and trainings to stay up to date on trends in emergency services and technical services, policy and procedures
- Participate as needed during emergencies, including emergency operations center activations
- Develop and maintain excellent working relationships with all personnel, user agencies, the public etc.

- Serve as REDA's liaison with user agencies, stakeholders and the community regarding dispatch operations
- Occasionally operate a dispatch console and shift work when work load requires
- Perform other related duties as assigned

Minimum Qualifications

- Must meet all job specifications/qualifications for a REDA Communications Specialist
- NCIC/NMLET Certified or be able to obtain within 6 months of employment
- TAC Certified or be able to obtain within one year of employment
- EMD Certified or be able to obtain within 6 months of employment
- CTO Certified or be able to obtain within one year of employment
- Instructor Certified or be able to obtain within one year of employment
- At least five years of direct public safety communications experience, spanning a broad variety of services such as police, fire and medical dispatching and call taking. Education may be substituted for up to two years of experience, with two years of education counting as one year of experience.
- Five years supervisory experience, two years of which must be in a consolidated dispatch center environment
- Associate's Degree in Public Safety, Public Administration, Communications, Criminal Justice or other related field is required; Bachelor degree is preferred
- Successfully pass all pre-employment testing and background checks
- Any combination of applicable education and experience that provides an applicant with knowledge, skill and abilities to successfully perform the job will be considered

Knowledge of

- Public safety communications (police, fire and medical) principles, practices, techniques and technology
- Principles, practices and techniques for public sector organizations, including operations, budgeting, purchasing, management and public record maintenance
- Project management and public record maintenance
- Relevant laws and regulations
- Relevant policies, procedures, contracts, accreditation, and training requirements
- Effective community and public relations methods and practices
- Principles and practices of sound business communication and administrative technology

Ability to

- Manage and direct complex emergency communications operations and related personnel
- Manage and direct agency training, accreditation and quality assurance programs
- Define issues, analyze problems, evaluate alternatives and develop sound recommendations
- Organize, set priorities, and exercise sound independent judgment within areas of responsibility
- Understand, interpret, apply and explain relevant policies, procedures, laws and regulations
- Prepare clear, concise and comprehensive reports and materials
- Establish and maintain positive, proactive and professional working relationships at all levels
- Communicate effectively and present information clearly, logically and persuasively
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues
- Carry a cell phone, work irregular hours or shifts
- Must be able to adjust work hours as necessary and be available for call out in the event of emergencies

Work Environment (Essential Operations Manager of Operations)

Work is performed primarily during administrative hours in an indoor office space arranged to meet the needs as it relates to job functions and duties. It is primarily sedentary. Incumbents work with computers and computer programs, and may be required to bend, stretch and lift up to 50 lbs. at a time.

Work Environment (Public Safety Telecommunicator Functions)

As assigned for special assignments, overtime, shift coverage and natural or manmade disasters or major incidents, the Operations Manager of Operations will perform the duties of a frontline dispatcher during customary shift hours. Within this function the environment allows the freedom to stand and move in a limited area commonly termed "the floor". Headsets are worn at all times while on duty and on the floor.

In this function, the Operations Manager of Operations is expected to manage over-the-phone interactions and confrontations with angry, hostile, depressed and/or otherwise emotionally distraught members of the public. As a result, work requires quick, independent action and alertness in emergency and possible life-threatening situations. Work entails extensive keyboarding and manual dexterity, and also entails regular reaching, stretching, and lifting of standard dispatch supplies and materials, such as maps, binders, and flip charts.

Physical Demands typically involve, but are not limited to:

Hearing and Speaking

- Hear, understand and respond to verbal information in person, by phone and by radio, including difficult to understand callers
- Speak clearly and concisely in English
- Hear, understand and respond using radio transmitters and receivers, radio consoles, telephone/radio headsets, multi-line telephones systems, and complex communications equipment

Seeing and reading

- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats
- See and use all related communications equipment including radio transmitters and receivers, radio consoles, telephone / radio headsets, multi-line telephone systems, lease line teletypes, computer consoles, and data communications terminals
- See color differentiation as necessary to distinguish color variations on maps, computer screens and radio consoles

Mental acuity and alertness

- Understand, respond to, and apply complex concepts, information, and instructions including policies, procedures, laws, and regulations
- Engage in frequent interpersonal interactions that are stressful or sensitive in nature
- Handle difficult interpersonal interactions and complaints with tact and diplomacy
- Manage and accomplish multiple priorities and diverse responsibilities with a high level of accuracy
- Think and apply judgment, discretion, and initiative in accomplishing work

Manual dexterity and typing

- Extensive use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in communication centers
- Performing multiple tasks requiring manual dexterity at the same time
- Write legibly

Physical dexterity

- Sit for extended periods of time; stand or walk as necessary
- Sit for extended periods of time particularly during high stress situations
- Stretch, reach, or lift objects or materials that may be up to 50 pounds in weight

Applicant Declaration

I have read the above Position Specifications and I understand the demands and expectations of the position described, and to the best of my knowledge I believe I can perform these duties.

Printed Name: _____

Signature: _____

Date: _____