

**BOONE COUNTY**  
**JOB DESCRIPTION**

<b>JOB TITLE:</b> <u>Operations Manager</u>	<b>NEW:</b> <u>X</u>	<b>REVISED:</b>
<b>REPORTS TO:</b> <u>Director, 911 Joint Communications</u>	<b>FLSA:</b> <u>Exempt</u>	<b>DATE:</b> <u>09/14</u>
<b>DEPARTMENT:</b> <u>911 Joint Communications</u>		<b>JOB CODE:</b> <u>101</u>

**DEFINITIONS:**

The Operations Manager supports and assists the 911 Director by planning, organizing and supervising the work of staff assigned to the Emergency Communications Center's call-taking and dispatch room. The Operations Manager supervises and evaluates the work of the Shift Supervisors.

**ESSENTIAL FUNCTIONS:**

Plans, organizes, and supervises the work of staff in the department's Operations Division, including providing leadership, mentoring, coaching and performance evaluations. Facilitates the professional culture for the PSAP's overall vision, mission, strategy, and goals. Communicates organizational values to personnel and promote their practice. Articulates expectations and holds personnel and the agency accountable to them. Supports and develops working relationships with internal personnel, stakeholders, and external organizations. Participates in meetings in an active and constructive way. Identifies workforce requirements and recruits, selects, and retains personnel while considering strategic objectives and plans of the PSAP. Reviews professional publications and resources to enhance professional competence and remain current on trends within the profession. Establishes and communicates benchmarks for call response times and service quality. Establishes or supports an existing recognized method or program of quality assurance and a personnel performance measurement tool for the agency. Actively seeks and is receptive to feedback and review of their performance. Demonstrates effective team concepts, including being an effective team leader, as well as developing and managing effective teams. Demonstrates the ability to communicate with superiors, peers, and subordinates in a positive and constructive manner. Demonstrates understanding in PSAP operations which may include, but is not limited to: call taking, dispatching, jurisdictional, and geographical boundaries, and other related PSAP functions. Supports personnel within their line management responsibilities in identifying learning needs and helping to provide opportunities to

address these needs. Reduces and manages conflicts between members of the PSAP. Makes sound decisions based upon a valid analysis of the best available information. Communicates information and knowledge to a wide variety of people. Manages a variety of resources effectively including finances, risk, physical resources, facilities, and technology. Ethically approaches the management of resources. Works with stakeholders and personnel to ensure the safety and effective use of all resources. Responsible for the the overall performance of the PSAP in terms of quality of service provided to the community and stakeholders. Collects and analyzes statistical data or other information tracking trends in performance, volume, or other information. Identifies all of the agency “customers,” both internal and external, and approach each with a quality service philosophy. Establishes and supports regular and on-going agency and personnel performance assessments. Manages projects effectively, efficiently, and ethically. Improves organizational performance to ensure the organization develops sound processes and systematically monitors, analyzes, and improves its performance. Provides statistical reports that are readable and be able to discuss how data was collected and compiled. Act as project manager as necessary.

### **KNOWLEDGE AND SKILLS:**

1. Has the knowledge, understanding, and skills to evaluate and promote the use of current and emerging technologies that can assist in the planning and needs of the agency.
2. Understands the terms “hazard” and “risk” and shall ensure that all persons endeavor to secure the health, safety, and welfare of those in the workplace and protect others against risks and hazards in the work environment.
3. Ensures delivery of excellent Customer Service, meeting and exceeding customer expectations.
4. ADA-specific requirements of the PSAP for equal access, as well as internal hiring and accommodation practices.
5. Administrative functions which include complaint investigation, resolution, and oversight of human resources practices.
6. Knowledge of workforce requirements of the PSAP.
7. Knowledge of PSAP performance standards and expectations.
8. Line Management and Supervisor support/career development.
9. PSAP written directives, SOP/SOG's and Operations Manual.
10. Employee recruitment/retention in the PSAP.
11. Employee performance management process and tools.
12. PSAP political and physical environment.
13. Thorough knowledge of Local, State, and Federal laws as they apply to the PSAP environment.
14. Liability management processes as they apply to the PSAP environment.
15. Knowledge to ensure adequate physical resources (facility, equipment, materials, services, and energy supplies.)
16. Staffing and scheduling analysis methods.

17. Leadership principles in areas of responsibility.
18. Current systems used within the PSAP, emerging technologies and new industry trends.
19. Telecommunicator and Lead Telecommunicator job duties.
20. PSAP defined protocols (Emergency Medical/Fire/Police Dispatch, etc.)
21. Ability to deal tactfully and courteously with the public and Government officials.

**MINIMUM QUALIFICATIONS:**

Associate's degree in public administration, fire or police management, or related field and five years of progressively responsible professional/administrative work experience related to the duties and responsibilities of this position, including two years of management/supervisory experience is required; or any equivalent combination of related experience and education which provides the applicant with the desired skills, knowledge and ability required to perform the work. Management experience in the 911 emergency communications or public safety field preferred. Must possess a clear criminal history

**NOTE: A criminal background check including a national fingerprint check through law enforcement agencies and a drug test will be conducted on all successful applicants prior to their being appointed to this position.**

**APPROVALS:**

Department Director: \_\_\_\_\_ Date: \_\_\_\_\_  
(signature)

HR Director: \_\_\_\_\_ Date: \_\_\_\_\_  
(signature)



## **Operations Manager Job Description**

High-performing Managers have been identified as demonstrating the following skills and abilities: Organizational awareness of the environment a PSAP operates in, Interpersonal communications, Direction and Leadership to agency personnel, Organization, Planning, Project management, Problem solving, Research, Stress management, Facilitating Change Management, Liability Management, Conflict Management, Project Management, Vision and Strategic plan development, Team-building, Active listening, Analysis, Recruiting and Personnel Retention, Coaching/Mentoring, Computer skills, Conflict resolution and mediation, Counseling, Critical thinking, Decision-making, Delegating, Technical troubleshooting, Time management, and Written and verbal communications.

### **General Knowledge:**

- ADA-specific requirements of the PSAP for equal access, as well as internal hiring and accommodation practices
- Administrative functions which include complaint investigation, resolution and oversight of human resources practices.
- Workforce requirements of the PSAP.
- PSAP performance standards and expectations.
- Line Management and Supervisor support/career development.
- PSAP written directives, SOP/SOG's and Operations Manual
- Employee recruitment/retention in the PSAP environment.
- Employee performance management process and tools
- PSAP political and physical environment.
- Local, State and Federal laws as they apply to the PSAP environment.
- Liability management processes as they apply to the PSAP environment.
- Staffing and scheduling analysis methods
- Leadership principles in areas of responsibility
- Current systems used within the PSAP, emerging technologies and new industry trends
- Telecommunicator and Lead Telecommunicator job duties
- PSAP defined protocols (Emergency Medical/Fire/Police Dispatch, etc.)

### **Duties and Requirements**

- The Manager shall facilitate the professional culture for the PSAP's overall vision, mission, strategy and goals.
- The Manager shall communicate organizational values to personnel and promote

their practice.

- The Manager shall have clearly articulated expectations and hold personnel and the agency accountable to them.
- The Manager shall support and develop working relationships with internal personnel, stakeholders and external organizations.
- The Manager shall participate in meetings in an active and constructive way.
- Manager shall identify workforce requirements and shall recruit, select and retain personnel while considering strategic objectives and plans of the PSAP.
- The Manager shall review professional publications and resources to enhance professional competence and remain current on trends within the profession.
- The Manager shall establish and communicate benchmarks for call response times and service quality.
- The Manager will establish or support an existing recognized method or program of quality assurance and a personnel performance measurement tool for the agency.
- The Manager shall actively seek and be receptive to feedback and review of their performance.
- The Manager shall demonstrate effective team concepts, including being an effective team leader, as well as developing and managing effective teams.
- The Manager shall demonstrate the ability to communicate with superiors, peers, and subordinates in a positive and constructive manner.
- The Manager shall demonstrate understanding in PSAP operations which may include, but is not limited to: calltaking, dispatching, jurisdictional and geographical boundaries, and other related PSAP functions.
- The Manager shall support personnel within their line management responsibilities in identifying learning needs and helping to provide opportunities to address these needs.
- The Manager shall reduce and manage conflicts between members of the PSAP.
- The Manager shall make sound decisions based upon a valid analysis of the best available information.
- The Manager shall communicate information and knowledge to a wide variety of people.
- The Manager shall manage a variety of resources effectively including finances, risk, physical resources, facilities, and technology.
- The Manager shall ethically approach the management of resources.
- The Manager shall work with stakeholders and personnel to ensure the safety and effective use of all resources.
- A Public Safety Communications Manager shall have the knowledge, understanding, and skills to evaluate and promote the use of current and emerging technologies that can assist in the planning and needs of the agency.

- Manager shall have an understanding of the terms “hazard” and “risk” and shall ensure that all persons endeavor to secure the health, safety and welfare of those in the workplace and protect others against risks and hazards in the work environment.
- Manager shall have the knowledge to ensure adequate physical resources (facility, equipment, materials, services and energy supplies).
- The Manager should be responsible for the overall performance of the PSAP in terms of quality of service provided to the community and stakeholders.
- The Manager should identify all of the agency “customers,” both internal and external, and approach each with a quality service philosophy.
- The Manager should establish and support regular and on-going agency and personnel performance assessments.
- The Manager should manage projects effectively, efficiently, and ethically.
- The Manager shall ensure delivery of excellent Customer Service, meeting and exceeding customer expectations.
- The Manager shall improve organizational performance to ensure the organization develops sound processes and systematically monitors, analyzes, and improves its performance.
- The Manager shall collect and analyze statistical data or other information tracking trends in performance, volume, or other information.
- The Manager shall provide statistical reports that are readable and be able to discuss how data was collected and compiled.
- The Manager shall act as a project manager as necessary.