



CLASS SPECIFICATION

911 EMERGENCY COMMUNICATIONS OPERATIONS MANAGER

JOB SUMMARY: Responsible to the 911 Emergency Communications Director for the effective leadership, direction and supervision of Spokane County's 911 Emergency Telecommunications System and the Non-emergency Law Enforcement Reporting System (Crime Check).

CLASSIFICATION STANDARDS:

Positions allocated to this class are responsible, under the direction of the 911 Emergency Communications Director, for the efficient and effective administration and supervision of the 911 Telecommunications Center, its resources, equipment and staff.

EXAMPLES OF DUTIES:

Provides day-to-day administrative direction for all emergency and non-emergency communication activities. Interprets and insures compliance with legal requirements and operational policies. Monitors and evaluates employee work performance. Identifies the need for and recommends policy and procedural changes, and supervises the 911 Emergency Communications Supervisors.

Supervises day-to-day operational activities. Prepares draft operational policies, procedures, and budget figures. Supervises and directs the 911 staff. Coordinates with the Director the hiring, discipline and discharge procedures. Interprets and insures compliance with Federal laws, State laws and County laws, County policies, personnel laws and union contracts.

Responsible for providing leadership, direction and supervision of all 911 staff.

Assists the Director in administering the labor contract and personnel rules at the department level. Assists the Director by recommending resolution of employee grievances, recommends and/or executes disciplinary actions, and assists the Director in regards to hiring and terminations.

Supervises training needs and delivery of those needs. Oversees coordination of in-house training for all personnel. Establishes training objectives, schedules, monitors training and evaluation of activities in coordination with the Training Supervisor.

Assists the Director in the planning, development, and implementation of operational and departmental policies and procedures.

Directs the investigation of inquiries filed on operational personnel, initiates corrective action in the functional areas administered, and prepares draft ordinances required for the effective conduct of the emergency communications function.

Assists in the development and preparation of reports for the Director and other User Groups.

Plans work assignments, shift schedules and reviews and evaluates the performance of assigned staff. Analyzes and projects staffing requirements to meet service demands, turnovers, training, etc.

Maintains time records and training records and other statistical reports as appropriate.

Responsible for insuring that proper action is taken in the event of equipment failure with the ability to troubleshoot problems and determine who to call for technical maintenance and repair of communications equipment. Insures reporting of failures to appropriate agencies.

Conducts appropriate public relations and/or public information presentations to the general public through schools, community groups, the media, etc.

Maintains effective relations with other departments, boards, agencies, the media and the general public.

Coordinates the development and implementation of changes in staffing, work processing, and management information systems to increase effectiveness and efficiency and reduce administrative costs.

Represents the Director at various meetings and administrative matters in his/her absence. May make periodic reports to the E-911 Board and the Board of County Commissioners regarding the status of the department.

Maintains membership in users' group solving and operations committees.

May perform special tasks and conducts projects as assigned by the Director, E-911 Board, or the Board of County Commissioners.

May assume the duties of the Director in the Director's absence.

Performs other duties as assigned.

MINIMUM REQUIREMENTS:

TRAINING AND EXPERIENCE: A Bachelor's degree from an accredited college or university with major course work in criminal justice, business management, public administration, communications or a related field -AND- five (5) years of progressively responsible supervisory experience; OR, any equivalent combination of nine (9) years related experience, education and training which provides the required knowledge, skills and abilities. Law enforcement background/experience preferred. Public Safety dispatching and/or 911 communications experience highly desirable.

LICENSE: A valid driver's license.

BEHAVIORAL STANDARDS:

Respectful and courteous to customers, workers, and County leadership. A team player that helps the organization meet its objectives. Takes initiative to meet work objectives. Effectively communicates with customers and other County employees. Friendly and respectful to customers and other County employees. Gets along with co-workers and managers. Positively represents the County, maintaining the trust County residents have placed in each of us. Demonstrates honest and ethical behaviors.

SELECTION FACTORS:

Knowledge of:

- techniques, procedures, and methods used in the operation of a public safety 911 Telecommunication Center;
- computer aided dispatch (CAD) and computerized enhanced 911 equipment;
- emergency service call operations including network, equipment, data base, and geography/addressing systems;
- public safety communications practices and procedures;
- the technical language of police, fire, and Emergency Medical Services (EMS);
- the legal process as it applies to confidentiality, access to information, record keeping and related public communications skills;
- governmental rules, regulations and processes as they relate to the 911 Telecommunication Center and its operation;
- principles and practices of effective leadership, pro-active management and supervision;
- principles and practices of labor/management relations and collective bargaining;
- fiscal programs and budgeting processes necessary to manage assets to insure that budget constraints and timelines are met;
- adult training techniques;
- public disclosure laws.

Ability to:

- coordinate projects and the ability to make critical decisions involving technical and/or financial transitions;
- keep confidential information confidential;
- communicate effectively to a variety of audiences both orally and in writing;
- establish and maintain effective teamwork and effectively and efficiently supervise the activities, programs and personnel;
- establish and maintain effective working relationships with the E-911 Board, the Board of County Commissioners, department personnel, personnel from other County/City departments, various community resources, municipalities and agencies;
- make decisions quickly, efficiently and calmly in an emergency situation and to adopt an effective course of action;
- develop and implement administrative standards and procedures, and evaluate their efficiency and effectiveness;
- supervise and evaluate employee performance;
- motivate subordinate personnel;
- deal with the public in a pleasant, courteous and calm manner, often under stressful situations;
- organize facts and present findings, conclusions and recommendations in a clear, concise and logical manner;
- complete projects and meet deadlines;
- effectively supervise resources and personnel;
- testify in court.

Skilled in:

- working with private and public agencies;
- use of computer technology including spreadsheet, word processing, database and graphics software.