



Operations Manager

Date Updated: December 2021
Position Title: Operations Manager
Supervisor: Executive Director
Supervision Exercised: Training & Certification Coordinator, Lead Dispatchers, and Communications Specialists

Position Overview: Under the supervision of the Executive Director the Operations Manager will provide direct supervision over the Communications Center staff to ensure adherence to District policies, procedures, and quality assurance standards. Responsibilities include but are not limited to: In-processing of newly hired communications center staff, managing the District communications training program, ensuring training and recertification requirements are met, conducting employee evaluations, recommending staff for awards and recognition and initiating disciplinary action as required. This position is exempt and is not represented by the Collective Bargaining Unit.

Working Environment: Work is performed at the Columbia 9-1-1 Communications District facility, and travels as necessary for meetings, training, and other responsibilities.

Qualifications:

- No disqualifying criminal history
- Valid driver's license and proof of vehicle insurance
- Education – High school graduate or equivalent
- Experience – At least five (5) years of supervisory experience within a demonstrable high-level performance emergency communications center operations division, *or* any satisfactory equivalent combination of experience and training which provides the required knowledge, skills, and abilities
 - Substantial experience, knowledge and understanding of the operations, facilities, and systems necessary for the delivery of public safety emergency and non-emergency communications services
 - Demonstrate knowledge of public safety communications methods and practices, including dispatching, radios, multi-line telephone systems, computer technology, terminology and procedures used by police, fire, and emergency medical services
 - Maintain familiarity and qualification to work a Communications Specialist duty position when necessary. Must hold DPSST Basic Telecommunicator and Basic EMD Certificates.
- Hold a valid Supervisory Certificate in the State of Oregon (DPSST).
- Must be able to obtain Management certification from DPSST within two years of appointment.
- Completion of either FTEP or CTO training classes.
- Ability to effectively manage and direct employees

- Ability to learn and implement the policies, practices and procedures of the district and make independent decisions and solve problems pertaining to areas of responsibility
- Ability to effectively use oral and written English communication in the performance of duties and responsibilities

Essential Job Functions:

- Effective management of emergency situations, either directly or indirectly
- Ability to think clearly, respond appropriately and professionally under stressful and rapidly evolving conditions. Demonstrate innovative thinking by making necessary decisions and solve problems pertaining to 9-1-1 dispatching and training without supervision.
- Ability to provide clear explanations of ideas, projects, duties, and timelines to staff, agency representatives, decision makers, and the public.
- Establish and maintain positive working relationships with partner agencies
- Ability to plan and coordinate large scale projects and delegate work as appropriate and necessary.
- Ability to interpret federal, local, and state laws applicable to areas of responsibilities
- Consistently strive and encourage open communication with staff through coaching and mentoring
- Skill and experience administering customer service and conflict resolution
- Identify and implement changes to improve culture and work environment
- Must be physically able to perform duties and meet the physical requirements for certification held.

Job Duty Outline:

- Oversees the Operations Division of the District
 - Manage and provide supervision to Training & Certification Coordinator, Lead Dispatchers and Communications Specialists, evaluate work duties and performance of staff
 - Recognize good performance
 - Submit nominations for local, state, and national awards
 - Provide coaching for performance improvement and development
 - Conduct investigations into disciplinary level employee misconduct
- Hold regular team meetings to review and discuss goals, concerns or issues related to Operations
- Mentor Training & Certification Coordinator and Lead Dispatchers, serve as a resource to help identify and problem solve employee related issues/concerns
- Serve as advocate for Operations Division employees to management staff
- Manage overall staffing to ensure operational readiness of the District. Provide direction and oversight of staffing and deployment plans
- Plan, organize and direct dispatch activities for partner agencies special events
- Serve as liaison with partner agencies to resolve operational issues, streamline processes/services, identify areas for improvement and implement changes

- Attend and participate in local and regional meetings, groups, training, task forces, tabletop and functional exercises representing the District in matters pertaining to operations and to coordinate emergency services
- Attend monthly Board and quarterly advisory committee meetings
- Coordinate and chair quarterly Sergeant's meetings
- System admin for the Community Notification System
- Prepare and provide operational related reports to partner agencies and District Attorney's office as needed
- Participates as a member of the administration team during collective bargaining negotiations.
- Assist Chief Financial Officer with yearly Operations budget and monitor expenditures making sure they remain within budget parameters. Focus on proper forecasting to ensure operational strategic needs and projects are met
- Develop, revise, and implement District standard operating procedures (SOPs)
- Ensure proficiency and compliance of SOPs, policies, and partner agency agreements
- Makes policy revision/recommendations to Executive Director
- Create and/or maintain documentation and historical information related to operations related procedures, systems, updates, and changes
- Acts as the point of contact for citizen and partner agencies reporting performance concerns and/or customer service complaints
 - Investigate complaints, document, and issue training/discipline
 - Provide coaching/counseling to employees as needed
 - Make recommendations on discipline/termination to the Executive Director
 - Oversee Operations Division hiring process
 - Attend events and career fairs to recruit qualified applicants for the position of Communication Specialist
 - Reviews application packets and conduct necessary pre-employment checks
 - Manage pre-employment testing processes (ex: TestGenius, Select Advantage, proctored psych evaluations, medical testing, etc.)
 - Schedule dispatch observations for applicants
 - Schedules and sits on oral board panel(s)
 - Coordinates background investigation with applicant and investigator
 - Regularly communicate with applicants to ensure understanding of process and timelines
 - Makes selection(s) for position and coordinates start date
 - Coordinate on-boarding for new hires
- Oversee Lead Dispatcher promotional process
- Oversee Operations Division training program and QA/QI programs
- In coordination with the Training & Certification Coordinator, ensure Operations personnel meet or exceed state annual training and education requirements
- Oversee Public Education
 - Coordinate and/or attend community events and safety and career fairs
 - Develop educational material for publications or presentations

- Maintain the Districts social media site(s)
- Oversee District Public Records Requests
 - Ensure all requests for record and data are releasable for public inspection are processed in accordance with the Oregon Public Records law
 - Ensure proper redactions are made and to comply with state law
 - Maintain online system to receive, process, bill and release public records
 - Assign appropriate divisions/staff to compile and/or produce information specific to the request(s)
 - Maintain retention schedules
 - Coordinate with the District Attorney for requests related to current investigations
 - Supervise contract employee handling Operations public records requests if applicable
- Attend conferences, training and pertinent meetings to stay up-to-date on state, regional and national trends in 9-1-1 technology, best practices and policies
- In cooperation with the agency Technical Manager, will coordinate disaster recovery tasks and assist in the performance of annual disaster drills.
- Maintains Disaster Recovery plan and documents
- Evaluates external vendors, makes recommendation to Executive Director for operational needs of the District.
- Acts as District Representative for Court Proceedings
- Assists Executive Director in application & management of grant opportunities for the Operations division
- Perform sensitive and confidential duties in the course of work or at the requests of the Executive Director
- May serve in capacity of the Executive Director in their absence