

RIVERCOM 911

JOB DESCRIPTION



Title:	OPERATIONS MANAGER
Division:	Administration
Reports To:	Executive Director
Bargaining Unit:	None
Status:	Fulltime, Exempt
Date:	January 2019

JOB SUMMARY:

RiverCom is a multi-jurisdictional designated Public Safety Answering Point (PSAP) that provides emergency call-taking and dispatch services for law enforcement, fire districts and departments, and public and private ambulance services in Chelan and Douglas counties. Dispatch operations are staffed twenty-four (24) hours a day, seven (7) days a week. RiverCom also owns and operates a public safety radio communications system located at various radio site facilities throughout Chelan and Douglas counties. RiverCom is organized as a municipal corporation and as a separate legal entity under the laws of Washington State. The agency is governed by the RiverCom Administrative Board.

The Operations Manager is a professional, fulltime, exempt position who reports directly to the Executive Director. Employment is at will and at the sole discretion of the Executive Director. The position consistently performs work with a high level of responsibility, conscientiousness, professionalism, integrity, confidentiality, ethical standards, and promotes diversity and inclusion in the workplace. Work is performed with minimum supervision or instruction. The position requires sound judgment, good leadership, initiative, and constructive supervisory techniques, with considerable latitude to develop procedures and practical systems within established guidelines. Provides ongoing status reports of significant activities and programs and/or actions to be taken which are consistent with federal, state, and local statutory guidelines or regulations and decisions of the Executive Director.

The Operations Manager is responsible for planning, organizing, coordinating, and carrying-out 9-1-1 operations services; directly manages all Shift Supervisors; administers effective probationary, refresher and remedial training programs, job skill certification and the continuing education of Shift Supervisors, Telecommunicator, and trainees; maintains a positive and responsive relationship with staff of RiverCom's user agencies; and completes other special projects and tasks as assigned by the Executive Director.

KEY AREAS OF RESPONSIBILITY AND ESSENTIAL JOB FUNCTIONS:

LEADERSHIP

- Serves as an integral part of the Administrative Management team; supports the goals and objectives of the Executive Director; works to implement and deliver the goals, initiatives, objectives, programs, and services consistent with the directives of the Executive Director
- Maintains ongoing communication with the Executive Director; keeps the Executive Director informed and up-to-date on important and emergent matters; provides regular status reports to Executive Director about operational matters
- As assigned by the Executive Director, serves as a designated E911 Coordinator and/or sub-committee member, and/or participates in regular and special State E911 meetings
- Attends and participates in a variety of meetings, exhibits, events, and functions as representative or spokesperson for RiverCom and in the capacity of Operations Manager and/or acting on behalf of the Executive Director
- Conducts regular meetings with Shift Supervisors; establishes performance and other goals; encourages team-building by facilitating open communication and positive working relationships with personnel
- Works with and maintains chain of command; communicates to personnel within proper direction and lines of authority
- Serves as a member of the management labor team; participates in and assists with collective bargaining and labor management negotiations

POLICY MANAGEMENT

- Provides clarification and interpretation of policies, procedures, the Collective Bargaining Agreement, safety requirements and standards to maintain efficient, effective, and consistent working relationships and operations
- Coordinates with Prosecuting Attorney's Offices in matters involving subpoenas and coordinates subpoenas with employees; oversees production of records for discovery requests; may be required to provide expert witness testimony when requested in matters of records, communications, etc., for criminal or civil trials

OPERATIONAL PLANNING and MANAGEMENT

- Recommends, creates, develops, and implements short and long-term operational goals and objectives
- Assists and coordinates with the Executive Director to implement and deliver operational technologies, systems, and equipment

- Creates training, relates information, and gathers information from subordinates in order to ensure a positive transition when implementing new technology to meet changing system demands.

OPERATIONS MANAGEMENT

- Manages dispatch floor operations on a day-to-day basis
- Oversees dispatch floor personnel and activities to ensure compliance with federal and state laws, RiverCom Administrative Policy, standard operations procedures, and agency directives
- Troubleshoots problems and assists with problems involving complex communications and computer equipment; initiates and/or implements repairs, maintenance and service calls; promptly contacts proper vendors for issues that require immediate attention
- As assigned by the Executive Director, attends RiverCom Administrative Board meetings and provides informational reports regarding operational topics
- Serves as the first point-of-contact for dispatch-related emergencies in the absence of the Executive Director
- Maintains ability to respond to RiverCom with little notice or preparation during difficult or emergent conditions

PERSONNEL MANAGEMENT

- Directly manages all Shift Supervisors; indirectly supervises all Telecommunicators
- Manages and oversees operational scheduling, work assignments, performance standards, and work rules
- Assists and provides direction to Shift Supervisors in resolving minor work and personnel problems, scheduling of personnel, reviewing and approving employee timesheets, investigating and resolving complaints and problems, motivating and disciplining as needed
- Assists the Director with employment processes for operations personnel such as recruitment, hiring, training, performance evaluations, investigations, disciplinary actions, and terminations; participates in the interview and selection processes for Shift Supervisor and Telecommunicator job positions
- Develops performance measurements and objectives for operations personnel; prepares and delivers job performance evaluations to Shift Supervisors
- Assists Shift Supervisors with preparation and delivery of employee evaluations
- Develops, reviews, and delivers various training programs to Shift Supervisors, Telecommunicators, and trainees

- Responsible for planning, preparing, and delivering annual Telecommunicator Awards event; provides coordination, gathers information, and prepares materials for the event

INTER-AGENCY COORDINATION

- Participates in RiverCom Operations Group meetings and provides operational reports on an as needed basis
- Works with various other departments and multi-jurisdictional public safety agencies on emergent dispatch and communications matters in the region
- As assigned by the Executive Director, interfaces with various federal, state, and local officials, commissions, councils, boards, agencies, and associations or as when needed to coordinate emergency communications and services

PROGRAM MANAGEMENT

- Works to ensure that operational programs and services meet federal and state guidelines, administrative policy, operational standards, and organizational goals
- Manages, supervises, and administers the operational goals, objectives, and functions, operations, programs, events, and activities to pursue efficient and productive levels of service and service standards

FINANCIAL MANAGEMENT

- Assists with the preparation of the Annual Budget for operational expenditures and pertaining to scope of responsibility; manages assigned portions of the Annual Budget
- Makes effective and detailed recommendations for the acquisition of operational systems, software, equipment, programs, etc.

COMMUNITY RELATIONS AND OUTREACH

- May serve as a point-of-contact with the media, the public, and local community groups for operational matters, and at the direction of the Executive Director
- Builds strong working relationships with others outside the organization and solicits support within scope of responsibility
- Promotes positive community awareness and support
- Provides effective resolution to inquiries, problems, complaints, or emergencies affecting availability or quality of services

OTHER

- Attends, participates, and represents the best interests of the organization at meetings, training, and conferences
- Maintains 24/7 contact capability with RiverCom

- Appropriately and timely responds to operational emergencies and/or critical situations involving or affecting operations
- Facilitates effective and efficient records management; maintains security of records in accordance with laws and policies
- Assists the Executive Director and Managers with gathering and preparing statistics, analysis, and reports
- Completes a variety of reports and correspondence relating to a wide range of activities; maintains the chain of custody for documents related to the division
- Participates with the Executive Director and the Management Team in the development, implementation, and review of RiverCom procedures, policies, systems, software, and programs
- Performs other related and similar duties as assigned

TYPICAL WORK ENVIRONMENT:

This position works primarily indoors in a quiet office environment with low noise levels. Must occasionally travel from site to site for attendance at meetings, including evening meetings.

PHYSICAL REQUIREMENTS:

- Requires constant use of sight, hearing, and speech abilities to perform essential functions and effectively communicate with others
- Ability to stand/walk on the Dispatch floor, observe staff at work, and hear low level conversations
- Requires constant fine finger manipulation and use of hands and arms including searching, handling, fingering, grasping while operating office equipment and computers, preparing written documentation, handling paperwork, etc.
- Prolonged sitting, while doing desk activities and attending meetings
- Frequent bending and twisting at waist, knees, and neck while working at desk, worktable, or moving from sitting to standing position
- Frequent standing in combination with walking (short distances) throughout work shift in office areas, ability to occasionally climb stairs
- Ability to occasionally lift and/or carry up to 30-pounds
- Ability to occasionally push and/or pull up to 10-pounds opening doors, drawers, and moving materials
- Clearly communicates verbally with staff members, outside agencies, and the public in one-on-one settings, group settings, and over the telephone

REQUIRED SKILLS AND CHARACTERISTICS:

- Comprehensive knowledge of 9-1-1 operations, standard practices, equipment, technologies, services, programs, and trends as well as federal, state, and local laws and regulations applicable to 9-1-1 operations
- Knowledge of principles and procedures of public-safety radio, phone, paging, computer aided dispatch (CAD), microwave, analog and digital communications, and other types of 9-1-1 and emergency communications equipment and systems
- Knowledge of law enforcement, fire, and EMS dispatch systems and equipment for Computer Aided Dispatch (CAD), phones, mapping equipment, radios, phone systems with ANI/ALI and hearing impaired TTY capabilities, emergency response radio systems, Enhanced 9-1-1, recorder and tape reproduction
- Must possess knowledge of management and supervisory principles and practices including program planning, project management, budgeting, direction, coordination, and evaluation
- Associates degree in public administration or related public safety field is preferred
- Minimum five (5) years of full-time public safety communications experience
- Minimum two (2) years of supervisory-level experience, or higher
- Demonstrated attitude, aptitude and ability for a management level position
- Must be able to report to RiverCom for unexpected call-ins, must be able to work varied and /or extended work hours; must be able to work on an on-call status as needed
- Required to carry a cell phone or pager; must maintain ability for contact by RiverCom 24/7, 365 days a year
- Knowledgeable about the interpretation and application of federal, state, and local laws, regulations, codes and ordinances, and principles and best practices of public administration
- Must possess some knowledge of Washington State Enhanced 911 Program
- Washington State Certification of Telecommunicators I and II
- Washington State Patrol ACCESS Level I and II Certification
- King County Criteria Based Dispatch Certification (to include CPR certification)
- NIMS 700 Certification
- National Emergency Number Association (NENA) – Center Manager Certification Program
- Spillman Dispatch Administration Certification
- Ability to analyze and evaluate the department operations, applying judgment and discretion in resolving problems and interpreting policies and regulations

- Maintains appropriate recordkeeping practices and procedures; ability to establish and maintain accurate records and documentation
- Ability to communicate effectively, both orally and in writing, with individuals and groups regarding complex or sensitive issues or regulations
- Ability to communicate in a professional and business-like manner; ability to clearly and effectively communicate in person, by phone, written correspondence, fax, and electronic form with individuals and groups which may involve complex or sensitive information; ability to convey information and instructions accurately and clearly; ability to clearly, accurately, and effectively deliver reports and presentations in various forums
- Ability to establish and maintain effective working relationships with co-workers, elected and public officials, the RiverCom Administrative Board and representatives of other agencies, and the general public
- Exercises and demonstrates appropriate discretion and confidentiality regarding sensitive issues related to the organization, 9-1-1 incidents, and personnel matters
- Ability to remain calm, composed, and provide effective direction under stressful and emergency situations; ability to effectively manage own work-related stress
- Ability to work and complete duties under stress, within deadlines, while attending to multiple duties simultaneously
- Time management, planning, and organizational skills to effectively prioritize work and balance multiple responsibilities
- Willingness and initiative to complete training to further knowledge, understanding, abilities, and skills related to scope of responsibility; takes initiative and executes training initiatives to successful completion; will provide the Executive Director with a personal training report and personal performance goals on an annual basis, or as otherwise requested by the Executive Director
- Ability to operate standard office equipment; ability to operate a personal computer; ability to proficiently use Microsoft Office software products; ability to effectively use various other computer and electronic systems and programs
- Ability to legally and safely operate a motor vehicle
- Ability to travel within and out of state on a regular and intermittent basis to attend various national, state, regional, and local meetings, conferences, events, and activities
- Required to meet the traveling requirements of the position and to maintain a valid Washington State Driver License and the minimum amount of auto insurance required by Washington State law throughout the term of employment

REQUIRED QUALIFICATIONS:

- Ability to communicate fluently in English, both verbally and in writing
- United States citizenship or Permanent Resident Card
- Valid Driver's License issued by current State of residence, and ability to obtain a valid Washington State driver license
- The ability to arrive at RiverCom within sixty (60) minutes of notification
- Must be substance free, to include prescription drugs that impair cognitive skills, driving ability, or ability to safely operate equipment
- No illegal or addictive drug use for at least three (3) years prior to date of application, nor use after appointment
- May be required to successfully complete and pass a polygraph test, law enforcement background check, health and drug screening, and credit check

CONTINUED LICENSES, CERTIFICATIONS, AND OTHER REQUIREMENTS:

Continued employment is conditional on meeting the following criteria:

- Maintain a valid Washington State Driver's License and the minimum amount of automobile insurance required by Washington State law
- Must have private telephone line or cellular phone for 24-hour availability
- Must be able to meet all of the traveling requirements for the position

The statements contained herein reflect general details describing the primary functions of this job, the level of knowledge and skills typically required, and the scope of responsibility required to fulfill the basic functions of the job. This job description is not an all inclusive list of work requirements. This job description does not constitute a written or implied contract of employment. Employment is at the direction and at the will of the Executive Director.