



Division: Operations
Reports To: Deputy Director
Supervises: 911 Operations Staff & Training
FLSA Status: Fulltime, FLSA Exempt
Date: May 2026
Salary: \$8,249.80 – \$10,027.68 DOE

Job Description: Operations Manager

The Operations Manager is responsible for planning, organizing, coordinating, and carrying-out 9-1-1 operations services; directly manages the Training Unit Supervisor; and all Shift Supervisors. Maintains a positive and responsive relationship with staff of RiverCom's user agencies. The position requires sound judgment and leadership, initiative, strong communications skills, and supervisory techniques, with latitude to develop procedures and practical systems within established guidelines. The 911 communication center provides 24-hour emergency and non-emergency call taking and dispatching services for law enforcement, fire and emergency medical services. Work is performed under general direction of RiverCom's Deputy Director.

KEY AREAS OF RESPONSIBILITY AND ESSENTIAL JOB FUNCTIONS:

To be successful in this position, an individual must be able to perform the following essential job functions with or without reasonable accommodation:

- Serves as an integral part of the management team; supports and upholds the priorities, goals, objectives, strategies, services, programs, mission and vision as established by the Executive Director and in alignment with the Administrative Board.
- Manages the full range of daily and long-term operational activities including planning, performance monitoring, workload forecasting, training and other related activities.
- Ensures activities are in compliance with applicable laws, regulations, established policies and procedures, industry standards and the collective bargaining agreement.
- Supervises assigned staff; elevates and reviews work performance; works with the employees to correct deficiencies; recommends and assists with employee performance development; plans, coordinates and arranges for appropriate training of subordinates; documents corrective action and applies RiverCom 911 policy, as needed; participates in the interview and selection process of new employees; assists the Executive and Deputy Director with succession planning for the organization.
- Actively participates in the development of the annual budget for the operational division; monitors expenses, instills strong accountability and fiscal stewardship.
- Serves as a representative of RiverCom 911 to law enforcement, fire, EMS and other agencies and the general public; develop and maintain excellent working relationships with employees, user agencies, the public, etc.
- Coordinate with the IT and Radio Manger to repair, maintain and replace 9-1-1 systems and equipment.
- Participates in developing goals and objectives; recommends improvement programs, procedures and policy for emergency communication service.
- Participates in labor relations issues and serves on the management team in negotiations.
- Oversee the investigation and resolution of complaints and/or inquiries.
- Perform sensitive and confidential duties
- Participate during emergencies, including emergency operation center activations
- 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.
- Other duties as assigned.

REQUIRED QUALIFICATIONS:

- Associates degree with coursework in personnel management, public administration, telecommunications or related field, is preferred.
- Minimum five (5) years of full-time public safety communications experience, such as police, fire and medical dispatching and call taking.
- Minimum three (3) years of experience in the supervision of public safety communication employees
- Any combination of education or experience that provides the appropriate level of knowledge, skill, and ability to successfully perform the job
- RiverCom 911 specific equipment and/or procedural expertise is not a pre-requisite, though an incumbent must demonstrate sufficient knowledge and understanding of RiverCom 911 operations to come up to speed quickly, understand staff responsibilities, and be an effective resource to staff persons who are technical and subject matter experts.
- Must successfully complete and pass a pre-employment background investigation.

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
- 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; must maintain ability for contact by RiverCom 24/7/365
- 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 Public Safety Telecommunication Certification
- Washington State Patrol ACCESS Level I and II Certification
- King County Criteria Based Dispatch Certification (to include CPR certification)
- NIMS 100 and NIMS 700 Certification
- National Emergency Number Association (NENA) – Center Manager Certification Program
- Ability to analyze and evaluate the department operations, applying judgment and discretion in resolving problems and interpreting policies and regulations
- 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 Deputy Director with a personal training report and personal performance goals on an annual basis, or as otherwise requested

- 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 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

CONTINUED LICENSES, CERTIFICATIONS, AND OTHER REQUIREMENTS:

Continued employment is conditional on meeting the following criteria:

- Maintain Washington State Patrol ACCESS Level I and II Certification
- Maintains State Public Safety Telecommunication Certification
- Must be able to meet all of the traveling requirements for the position

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 and weekend 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

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.