

KLAMATH 9-1-1 EMERGENCY COMMUNICATIONS DISTRICT POSITION DESCRIPTION

OPERATIONS MANAGER

Date Originally Prepared: May 13, 2005

Date Updated: February 21, 2018

Position Title: Operations Manager

Supervisor: Executive Director

Supervision Exercised: Communications Supervisor, Lead Dispatcher

Position Overview: Under the supervision of the Executive Director, the Operations Manager will assist in the coordination of the Communication Center operation by effectively recommending hiring of new employees, recommending disciplinary actions, managing the training programs, conducting employee annual evaluations, and recommending policy and procedural changes or additions. Assumes the duties of the Director in the Director's absence. Position is in the public sector, is exempt and not represented by the collective bargaining unit. Must maintain current vehicle insurance and comply with all laws governing motor vehicle use in Oregon.

Qualifications:

1. Education - High school graduation or equivalent at a minimum with continued education in business management, public administration, criminal justice administration or related field, a degree is desired. A combination of education/experience may be substituted for a bachelor's or associates degree.
2. Experience –
 - a. A minimum of three years of work in a public safety agency with specific knowledge of communications methods, practices, terminology, and equipment.
 - b. A minimum of two years of work in a supervisory or management position which requires knowledge of training techniques, personnel management practices, and procedures.
 - c. Preferred to hold or be able to achieve within 18 months of appointment a supervisory, management or executive certificate in Telecommunications and EMD in the State of Oregon through DPSST, RPL or CPE certification through APCO, CMCP or ENP Certification through NENA or a combination.
3. Equipment used - Multiple computers with keyboarding minimum of 35 wpm, communication equipment, fax machine, 9-1-1 telephone lines, paper shredder, emergency generator, and copy machine.

4. Ability to make independent decisions and solve problems pertaining to the operation and personnel management associated with the Communication Center.
5. Ability to effectively use oral and written communication in the performance of duties and responsibilities, including evaluations, counseling's and disciplinary actions.
6. Knowledge and ability to implement the laws and regulations governing 911 Centers.
7. Ability to learn and implement District procedures, regulations and requirements with respect to procurement, budget, safety, operations and organization.

Working Environment: Work is performed at the Klamath 9-1-1 Emergency Communication Center.

Responsibilities and Duties Outline:

1. Administration:

- Develops and prepares reports for the Director, partner user agencies and the District Board of Directors.
- Administer all Request For Proposals (RFP)
- Communicate with other department employees to effectively and efficiently coordinate work programs.
- Communicate with members of the general public in order to coordinate work programs and provide appropriate information about county activities.
- Attend partner user agency meetings and understand our roll in the public safety picture, how can we assist in better service. Fire Defense Board, KCAAC, LPSCC, KIRG, IMT etc.
- Maintains effective communication with members of the general public in order to coordinate work programs and provide appropriate information about county activities. Public meetings, Complaints, Outreach (booths, school presentations, EC program, QA) etc.
- Awareness of governing laws, common practices etc. utilizing tools such as Web-Based Research, APCO-NENA group

2. Personnel:

- Exercises direct supervision of the Communication Supervisor and Lead Dispatcher(s).
- Approves completed employee time sheets, with supporting documentation.
- Performs counseling sessions, as needed, annual personnel evaluations, and disciplinary actions up to the recommendation of termination
- Recruitment of new employees. Manage the necessary advertising, testing, and interviewing of candidates. Make hiring recommendation to the Executive Director. Performs background investigations on employee finalists
- Manages Dispatch training program

- Ensures all necessary forms are submitted to DPSST in a timely manner.
- Responsible for CTO recruitment, training, development and evaluation

3. Policy:

Assist in planning and developing policies and procedures. Recommending policy and procedural changes or additions, review all SOP's, training and Center operations based on our Mission, Purpose and Values by understanding our responsibilities, roles and relationships

4. Equipment/Facility:

- Manages maintenance on all Communication Center equipment, including software issues.
- Oversees the operational performance of all Center equipment, to include: CAD, VESTA phone system, RADIO, Logging recorder, Forse-com, Backup Generator and other critical systems and equipment.
- Development for implementation the following plans:
 - Communications equipment operation
 - Evacuation plan
 - Backup plans

Essential Job Functions:

Physical:

1. Must be able to pass a medical examination within the acceptable limits established for Telecommunicators in conjunction with DPSST F-2T standards.

Mental:

1. Must possess ability to remain calm in stressful environment of crisis & emergencies events.

Training Period:

The new appointee shall serve a 12 month probationary period.

Compensation:

STATUS: Full Time Exempt

SALARY: Salary range depending on experience \$59,484 - \$72,216.