



OPERATIONS MANAGER

Department:	Joint 9-1-1
Date of Last Revision:	12/11/2024
FLSA Status:	Exempt – Full-time
Probationary Period:	Twelve Months
Direct Supervisor:	Deputy Director

Core Values: Integrity, Leadership, Compassion, Responsibility, Resilience

Position Summary

The Operations Manager for the 9-1-1 Emergency Communications Center oversees the daily operations of the 9-1-1 Emergency Communications Center. Responsibilities include but are not limited to coordinating, planning, managing, and administering the Pulaski County Joint 9-1-1 Communications Center operations section as assigned – Police, Fire, EMS, Call-Taking – a variety of supervisory and administrative duties, and implementing policies and procedures necessary for the protection of life, health, safety, welfare, and property of persons. The Operations Manager collaborates with various departments and stakeholders to optimize communication and response efforts. Key responsibilities include supervisory staff supervision, performance evaluation, and continuous improvement of emergency communication processes.

Supervision Received

Works under the general supervision of the Deputy Director.

Supervision Exercised

Supervises the Communications Supervisors.

Safety Sensitive Position Per VA Code 2.2.1201.1 – Fingerprinting is required

Background, Drug & Alcohol Testing Required, Driving Record may be required

Essential Duties, Functions and Responsibilities

(The duties listed are intended only as illustrations of the various types of work that may be performed and are in no way construed or should be perceived to be exhaustive. The employee may also be required to perform additional functions and duties as assigned.)

- Plan, manage, organize, and monitor the operation and maintenance of each section of the communications center (law enforcement, fire, EMS, call taking).
- Coordinate, plan, and schedule staffing needs for each section. Work with supervisors to schedule appropriate staffing levels. Maintain daily attendance records, approve leave requests, and coordinate vacation scheduling.
- Provide direction to supervisors and specialists to ensure customer service, oversee staff duties, support supervisors and specialists in dealing with complex matters, staff assignments and schedule tasks for supervisors.

- Supervise and perform continuing evaluation of supervisors and other personnel; correct work deficiencies; recommend commendations and awards for superior performance; issues oral and written corrective actions; and recommends formal disciplinary actions to the Deputy and Executive Director.
- Prepares and conducts timely and constructive performance appraisals.
- Coach, counsel, and support staff to maximize efficiency and effectiveness. Consistently educates and advises on organizational rules, regulations, policies, and procedures while demonstrating proper application of such at all times. Support creative thinking and problem-solving and encourage participatory decision-making when appropriate.
- Work with the Deputy and Executive Director to develop and implement goals, objectives, policies, and priorities for the communications center.
- Provides advisory support and liaises with committees, vendors, community partners, the public, and regulatory agencies; builds partnerships and coalitions.
- Attend and participate in professional group meetings and committees; stay abreast of new trends and innovations regarding communications center operations, call-taking, and dispatch services; research emerging products and enhancements and their applicability to the communications center's needs; take advantage of professional growth opportunities.
- Monitor regulation changes that may affect operations; implement policy and procedural changes after approval; adhere to applicable local, state, federal, or tribal statutes and codes as appropriate.
- Work as part of the management team to assist the Deputy and Executive Director in preparing and administering the budget as it pertains to each section. Demonstrate fiscal responsibility and work within specified parameters as directed.
- Work as part of the management team to recommend for adoption, develop, review, update, and implement policies, procedures, operating guidelines, technology, and staffing that are current, applicable, and sustainable.
- Develop and standardize procedures and methods to improve and continuously monitor the efficiency and effectiveness of programs, service delivery methods, and procedures; assess and monitor workload and administrative support systems; identify opportunities for improvement and recommend them to the Deputy and Executive Director.
- Develop staff work plans; measure and track progress towards goals; conduct and document timely and constructive performance feedback.
- Participate in processes for hiring, promotion, and transfers; make recommendations for same.
- Assist call-takers, dispatchers, and supervisors during critical incidents.
- Identify new hire and ongoing training and education needs for all levels of staffing and provide information for program development.
- Represent the 9-1-1 Center and participate in various industry meetings, inter-jurisdictional organizations, and at interoperability and communications meetings; ensuring ongoing collaboration with neighboring PSAPs (Public Safety Answering Points) to provide high quality public safety services; foster ongoing communication with emergency services agencies within the Pulaski County Joint 9-1-1 Communications Center collaborative group, the County of Pulaski, and other surrounding counties, towns, and cities.
- Maintain or pull reports of call/dispatch statistics for the Director and/or participating member agencies. Ensure that all reports, forms and other records necessary or appropriate for the efficient and effective operation of the Communications Center are prepared/generated, filed, and maintained in accordance with all federal, state, and local laws, regulations, codes, and standards.
- Meet regularly with communications center personnel to inform, advise, and gather feedback from employees.

- Act as the PCJ911CC liaison for regional systems – Code Red, Smart911, etc. in order to contribute to the success of the system for all parties.
- Maintain confidentiality of all information regarded as protected by agency policy and local, state, and federal law including information obtained through protected databases including VCIN/NCIC, CJIS, records management systems, and the 9-1-1 system information contained in calls for service, and personnel information.
- Represent PCJ911CC and self in a professional manner at all times.
- Work cooperatively with vendors, emergency responders, members and user agencies and co-workers.
- Remain calm and effective during emergencies, even during heavy workloads, exercise good judgement, prioritize emergent and non-emergent situations accurately, and obtain and act on information quickly and accurately.
- Make presentations to public groups, local government representatives, management, and boards.
- Perform multiple tasks simultaneously while remaining detail oriented.
- Investigate and analyze information/data and draw accurate conclusions.
- Read, write, speak, and understand the English language at a level adequate to perform the duties of the position.
- Work in excess of 40 hours in a work week, as required, including evenings, holidays, and weekends, including being on call, as needed to maintain 24-hour coverage of the emergency communications center in times of severe personnel shortages and disaster. This includes being subject to call-backs as needed.
- Perform all other duties as assigned.

Minimum Education, Experience, Licensing, and Certification Requirements

- Working knowledge and operational understanding of emergency communications systems (hardware and software) including 9-1-1 phone systems, voice logging recorders, VCIN/NCIC, MSAG 9-1-1, CAD (Computer Aided Dispatch) systems, radio systems (hardware and software), GIS (Geographic Information Systems) and applications in CAD, records management systems, alarm monitoring systems, and EMD (Emergency Medical Dispatch), EFD (Emergency Fire Dispatch), and EPD (Emergency Police Dispatch) protocols.
- Possess high school diploma or GED.
- Minimum of five (5) years' experience required as an emergency dispatcher or a combination of experience and training that would provide the required knowledge, skills, and abilities.
- Four (4) years' managerial experience preferred.
- Preference given to those who have achieved a communications center manager certification such as that offered through NENA's CMCP course. Preference given to those who have worked in a consolidated center.
- In depth knowledge of federal, state, and local procedures, standards, and regulatory requirements regarding a PSAP (Public Safety Answering Point).
- Ability to obtain VCIN/NCIC certification within six (6) months of hire.
- Ability to remain drug and alcohol free.
- Possess and maintain a valid Virginia driver's license and acceptable driving record.
- Possess and maintain valid certifications for positions supervised.

Required Knowledge, Skills, and Abilities

- Knowledge of personnel management principles and methods, including but not limited to supervision, leadership, motivation, coaching, establishing goals, conflict resolution, team building, delegation, record keeping, effective communications.
- Ability to understand training needs and approaches to accomplish training goals.
- Ability to be organized, manage resources, plan strategically, and manage projects.
- Understanding of budget preparation and processes.
- Ability to communicate with others and to assimilate and understand information in a manner consistent with essential job functions.
- Ability to make sound decisions in a manner consistent with the essential job functions.
- Ability to thoroughly manage assigned projects.
- Ability to investigate and analyze information/data and draw accurate conclusions.
- Possess records systems management skills.
- Knowledge of public safety communication center operations, services, and activities.
- Proficiency with standard office equipment, including computer and network systems, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and Microsoft Outlook.
- Knowledge of contract negotiations and existing agreements.
- Knowledge of jurisdiction including demographics, response agency leadership, geography, local governing bodies, and culture.
- Possess excellent oral and written communication skills as well as basic math and basic accounting.
- Ability to read, write, speak, and understand the English language at a level adequate to perform the duties of the position.
- Knowledge of liability issues and ethical concerns related to training, supervision, and overall agency operations.
- Knowledge of comprehension and application of diversity awareness and an active commitment to ensure equality.
- Knowledge of professional standards relating to public safety communications as well as those standards for response agencies that are relevant.

Physical Demands

Lifting and Carrying:

Position requires ability to frequently lift/move objects of up to 10 pounds in weight, and occasionally lift/move objects of up to 25 pounds in weight.

Body Positions:

This position will involve sedentary, administrative work in an office environment. This position requires ability to sit for extended periods, and frequent pushing, pulling, pinching, gripping, reaching over head, reaching away from body, and repetitive motions. Standing, walking, kneeling, stooping, bending, lifting, and squatting also will be required as necessary to perform the duties of the position.

Vision and Hearing:

Use of sensory activities, such as talking, seeing, and hearing, will be required frequently. Position requires close vision and the ability to adjust focus.

Mental Requirements

Information Retention:

Must be able to read, remember, and use policies, procedures, criminal laws, and ordinances that apply to the position.

Language Ability:

Must be able to speak English clearly and concisely to communicate with callers, emergency responders, and co-workers.

Reasoning:

Ability to apply common sense understanding to carry out instructions furnished in written or oral form and to solve problems with good judgement and decision-making skills.

Work Environment and General Information:

Work in a restricted access area, typical office environment with other staff speaking on phones and radios in a communications center. Work involves supervising and supporting staff with heavy volume and demand (emergency and non-emergency), personnel shortages, position confinement and emergency crises. Contact with citizens, employees and emergency responders of other public jurisdictions, members of management across PCJ911CC, government officials, and members of private industry.

ADA Compliance Statement:

The Human resources goal of PCJ911CC is to select and retain the best qualified applicant for each available job. An applicant's or employee's disability will not remove the application from consideration or current employee from his/her job if the applicant or employee is able to perform the essential functions of the job with or without reasonable accommodations unless such accommodation will result in undue hardship for PCJ911CC or pose a safety risk to the applicant, employee, or others.

PCJ911CC and the County of Pulaski complies with the ADA. If you require special accommodation in order to apply for this position, please contact the County of Pulaski's Human Resources Department.

The job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.

Note: This job description is not intended to be all-inclusive. An employee will also perform other reasonably related job responsibilities as assigned by the supervisor or County Administrator. Pulaski County Administration reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.

I have read, understand and accept the duties, standards and expectations required of this position. I hereby affirm my good faith compliance with all County policies and procedures.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job without accommodation.
- I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job with accommodation(s).

Please list the accommodation(s) needed to fulfill the essential functions of this job description:

Employee Name: _____
(Please print)

Employee Signature

Date