



The Blount County Communications District has a position opening for:

9-1-1 OPERATIONS MANAGER

JOB DESCRIPTION AND QUALIFICATIONS:

Summary:

To direct, manage, and assist in planning, developing, and coordinating all aspects of the Blount County Communications 911 Center that provides public safety emergency and non-emergency dispatch services.

Supervision Received:

Executive Director

Supervision Exercised:

Exercises Direct Supervision over Dispatch Supervisors.

FLSA Status: Exempt.

Salary Range: The salary range for this position is \$59,240 - \$77,294 annually based upon the applicant's education, skills, and experience.

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are NOT intended to reflect all duties performed within the job.

Essential Functions:

Essential and other important responsibilities and duties may include, but are not limited to, the following:

- Assist the Executive Director with the preparation and administration of Blount County 9-1-1's annual budget.
- Coordinate the organization, staffing and operational activities for the 9-1-1 Center. Assure adequate staffing and personnel scheduling needs are met within the Center. Initiate hiring processes when required.

- Participate in the development and implementation of goals, objectives, and strategic planning for the 9-1-1 Center; recommend and implement policies and procedures.
- Perform administrative duties involving account billing, personnel overtime and compensation as required.
- Make or assign staff to make copies of phone and radio conversations to provide to law enforcement agencies or attorneys for evidence in criminal matters as required. Appear in court to verify copies of phone and radio conversations as required.
- Manage the NCIC and CJIS programs and serve as the Terminal Agency Coordinator (TAC), Local Agency Security Officer (LASO) and Information Security Officer (ISO) for Blount County 9-1-1.
- Manage and administer the 9-1-1 Center's computer aided dispatch (CAD) system.
- Manage a Quality of Service (QoS) program for service delivery and customer satisfaction and follow through with proactive performance management, team building, and application of available technology and industry best practices.
- Receive complaints related to personnel matters, call taking, and dispatch issues from the public and participating public safety agencies and assure that the complaints are thoroughly investigated, tracked, and followed up in an appropriate manner.
- Assist the Executive Director with selecting, training, motivating, mentoring, and evaluating personnel; provide leadership; coordinate staff training; work with employees to correct deficiencies; develop performance improvement plans, recommend discipline and termination procedures.
- Assist the Executive Director as a liaison to the Blount County Communications District Board, participating public safety agencies, and local elected officials for planning and implementing projects and programs, resolving problems, soliciting feedback, and assuring quality service. This may involve attending meetings and special events during the workday and "after-hours" when necessary. It may also involve representing the Center on various boards and committees.
- Working knowledge of the Records Management System (RMS), telephone, FAX, radio systems, and other equipment in the Center, with the ability to perform basic troubleshooting, contact appropriate personnel to handle more involved repairs, and implement back-up systems when necessary.
- Develop programs and services related to research, grant writing, grant management, and program evaluation.
- Develop and oversee dispatch protocols, Center policies, Standard Operating Procedures (SOP's), to assure cohesive, efficient, and effective operations, communicating changes to policy and procedures to staff.
- Build awareness among area residents regarding Blount County 9-1-1, the 9-1-1 system, and public safety communications capabilities and technologies through special programs, educational efforts, public awareness campaigns, and interaction with the news media.
- Serve as liaison and primary point of contact with command level operations staff from agencies served by the 9-1-1 Center.
- Respond to the 9-1-1 Center for major emergencies and is available on-call after hours.
- Follows the Blount County 9-1-1 Communications District Employee handbook, policies, and procedures.
- Perform additional duties as assigned or required of the position.

Qualifications:

The following generally describes the knowledge and ability required to enter the job and/or be learned in a short period of time to successfully perform the assigned duties:

Knowledge:

Operations, services, and activities of a regional emergency communication 911 dispatch center; Communications equipment, procedures, and techniques; Comprehensive knowledge of principles and procedures used in business administration and management, and modern records management. Modern and complex principles and practices of radio communications and emergency dispatch; Complex interoperable radio systems, complex computer hardware and software, telephone systems and their integration into the emergency response functions: Pertinent Federal, State, and local laws, codes and regulations; Principles of supervision, training and performance evaluations; Thorough knowledge of research methods and an overall understanding of Public Safety operations; Principles of vendor and contract management.

Skills:

Communicate clearly and concisely, both verbally and in writing; Establish and maintain effective working relationships with those contacted in the course of work including board members, public safety and elected officials and the general public; A strong knowledge of basic computer software applications including word processing, Excel spreadsheets, and internal financial management systems; Compute rates, ratios and percentages; A variety of unrelated procedures are provided which may require modification for performing duties under varying circumstances.

Abilities:

Manage and administer the day to day operations of an Emergency Dispatch Center; Make command decisions concerning the operation of the 9-1-1 Center; Supervise, organize and review the work of lower level staff; Select, supervise, lead, train and evaluate staff; participate in the development and administration of department goals, objectives and strategic direction; Establish and maintain effective working relationships with public safety officials, employees, supervisors, contractors, vendors, and the general public; Interpret and explain policies and procedures, safety rules, operating and maintenance manuals, ordinances, laws, and regulations; Prepare clear and concise reports and correspondence; Respond to and understand multiple conversations, deal with multiple tasks, prioritize critical situations on a daily basis; Maintain records, complete forms, and prepare reports; Maintain physical condition appropriate to the performance of assigned duties and responsibilities; Analyze circumstances to modify appropriate procedure to use is necessary.

Experience and Training Guidelines**Minimum Qualifications:**

Bachelor's degree in Public Administration, Business, Human Resources, with 5 years of relevant work experience with a minimum of 3 years in a similar role or any equivalent combination of education and experience.

License and Certification:

1. Required Courses for 9-1-1 Dispatch Supervisor
2. APCO Comprehensive Quality
3. Missing and Exploited Children: PSAP Executives (MECEXEC)

Preferred Education:

APCO Registered Public Safety Leader and /or NENA 911 Emergency Number Professional certification is preferred.

Working Conditions

Environmental and Physical:

While performing the duties of this job, the employee is frequently required to sit and talk or hear; use hands and fingers to handle or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and the ability to adjust focus. The noise level in the work environment is typically quiet, however may be moderately loud at times. The employee must be able to think, reason, and analyze multiple issues for extended periods of time. The employee must be able to function in stressful situations. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Additional Requirements: Requires a comprehensive background investigation to include a local, state, and federal criminal history check, sex offender registry and credit check. Requires satisfactory results from a medical, psychological evaluation and pre-employment substance abuse testing and is subject to random alcohol and controlled substance testing.

The district has the right to add or change the duties of the position at any time. Blount County 911 Communications District does not discriminate based on race, color, national origin, sex, genetics, religion, age or disability in employment or the provision of services and complies with the provisions of the Alabama Human Rights Act. In compliance with the Americans with Disabilities Act, the District will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer. Blount County 911 is an Equal Employment Opportunity/ Affirmative Action Employer.