

JOB ANNOUNCEMENT

OPERATIONS MANAGER

Marshall County Emergency Telephone Service Board, Inc is now accepting applications and/or resumes for Operations Manager.

Position Summary: To direct, manage, and assist in planning, developing, and coordination all aspects of the Marshall County E-911 Center that provides public safety emergency and non-emergency dispatch services.

The following are general descriptions of the essential job tasks of the position. Other related tasks may be assigned as necessary and appropriate and at the discretion of the Director

- Plan, manage, organize and monitor the operation and maintenance of each section of the communications center
- Coordinate, plan and schedule staffing needs for dispatch. Work with supervisors to schedule appropriate staffing levels. Maintain daily attendance records, approve leave requests, and coordinate the scheduling of vacation.
- Provide direction to supervisors and dispatcher to ensure customer service, oversee staff duties, support supervisors and dispatchers in dealing with difficult matters or people, assign and schedule task for supervisors.
- Supervise and perform continuing evaluation of supervisors and other personnel; correct work deficiencies; recommend commendations and awards for superior performance; issue oral and written corrective actions; and recommend formal disciplinary actions to the Executive Director.
- Prepares and conducts timely and constructive performance appraisals.
- Participate in the development and implementation of goals, objectives, and strategic planning for the 911 center; recommend and implement policies and procedures.
- 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 and administer the 911 center's computer aided dispatch (CAD) system.
- 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.

- Develop and oversee dispatch protocols, center policies, SOPs to assure cohesive, efficient, and effective operations, communicating changes to policy and procedures to staff.
- Serve as liaison and primary point of contact with command level operations staff from agencies served by 911 center.
- Respond to the 911 center for major emergencies and is available on-call after hours.
- Follows the Marshall County 911 policies, and procedures.
- Maintain or pull reports of call/dispatch statistics for 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 communication center are prepared/generated, filed and maintained in accordance with all federal, state and local laws, regulations, codes, and standards.
- Maintain confidentiality of all information regarded as protected by agency policy and local, state and federal law including information obtained through protected databases including records management systems, and the 911 system, information contained in calls for service, and personnel information.
- Work cooperatively with vendors, emergency responders, members and user agencies and co-workers.
- Perform multiple tasks simultaneously while remaining detail oriented.
- 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 serve personnel shortages and disaster.
- Perform all other duties as assigned.

Qualifications:

- Working knowledge and operation understanding of emergency communications systems (hardware and software) including computerized 911phone system, voice logging recorder, MSAG, CAD systems, radio systems (hardware and software) GIS and applications in CAD, records management system, alarm monitoring systems, and EMD and PST protocols.
- Possess high school diploma or G.E.D. (Bachelor's Degree preferred)
- 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.
- In depth knowledge of federal, state, and local procedures, standards and regulatory requirements regarding a PSAP.
- Ability to pass a background check. Ability to remain drug and alcohol free; marijuana use is not allowed, even if medically prescribed.
- Possess and maintain a valid Alabama driver's license and acceptable driving record.
- Possess and maintain valid certifications for positions supervised.
 - APCO PST 1
 - ALEMD
 - CPR

The Operations Manager reports directly to the Director.

Anyone interested in this position should submit his/her name, in writing, to the Director. If you have a resume, please send it in as well. jhart@marshall911.com

This position will be posted through 11/4/2024 4:00 p.m.,