



# OPERATIONS CHIEF JOB DESCRIPTION

Job Title: **Operations Chief**

Job Code: **CM110**

Pay Grade: **24**

Effective Date: **October 2007**

FLSA: **Exempt**

Revision Date: **April 2020**

## NATURE OF WORK

Under general supervision, administers and maintains Lewis County's 911 Communications operations. This position plans, organizes, coordinates, manages and supervises the daily operations and activities of the 911 Center; trains, supervises, and evaluates assigned personnel; develops and implements administrative policies and procedures; develops and manages E911 upgrade projects; and performs other related duties as assigned.

## ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Plan, organize, administer and review the daily operations and activities of the Communications Center of Lewis County 911 Communications; select, train, supervise and evaluate assigned personnel; recommend disciplinary actions/awards as appropriate.
- Implements 911 plans, programs, policies, and procedures; Department goals, objectives, and priorities.
- Assists with the development of policy and procedures for the Communications Center.
- Responsible overseeing and/or initiating progressive discipline, and all other personnel matters relating to the Communications Center.
- Attend/Chair various meetings; serve as divisional representative at meeting, on committees and during labor contract negotiations as required.
- Assigns staff to job assignments and reviews work to ensure accuracy and completeness.
- Reviews and recommends modifications to computer-aided dispatch systems.
- Responsible for the coordination with other 911 Centers for emergency contingency backup, coordination with the software, radio, telephone and computer operating system providers.
- Manages repair, maintenance and replacement of 911 radio and telephone equipment in the center, including associated consoles and software.
- Coordinates/meets with committees composed of representatives from fire and police departments, public and other interested groups to develop, review and update policies and procedures for the Communications Center.
- Assists in the hiring process of all Telecommunication personnel, including interviews, background check assistance, testing and selection of new hires.

- Creates, adjusts, maintains electronic shift schedule, work assignments for Supervisors, Shift Leaders, full-time dispatchers, part-time dispatchers, and schedules all training for both probationary and non-probationary dispatchers effecting assigned shift. Adjusts schedules for sick, vacation, personal requests, etc., for assigned shift.
- Maintains proper staffing levels for assigned shift at all times. Oversees posts and fills overtime assignments as necessary for call volume and staffing level needs. Responsible to appropriately staff the dispatch center prior to predictable weather emergencies, scheduled equipment maintenance/outages, large-scale events, and seasonal heavy call-volume ranges; must call-in additional resources as necessary during an emergency.
- First-line management contact for all dispatch staff members, emergency response agencies, and the public. Exhibits conflict management skills for staff members, emergency responders, and the public.
- Compiles and analyzes statistics, operating reports, activity, dispatcher performance, and scheduling other administrative information.
- Develop plans, processes, and procedures to obtain future goals and maintain positive quality assurance measures.
- Functions as the Training Manager overseeing training of all employees. Responsible for reviewing accuracy QA Reports. Assures new dispatchers are performing at an acceptable rate and progressing through the training process in a timely manner, and all employees maintain required certifications.
- Provide information, advice and direction to user agencies regarding applicable laws, rules and regulations and related matters, provide information and assistance to citizens as requested.

**WORKING ENVIRONMENT / PHYSICAL DEMANDS:**

Work is performed in a standard office environment and in and around County facilities; subject to sitting, standing, walking, bending, reaching, and lifting of objects up to 25 pounds.

**EMPLOYMENT STANDARDS:**

Bachelor's degree in Business Management, Public Administration, Criminal Justice, or related field, plus a minimum of three (3) years in Public Safety Dispatching or Emergency Services; or any equivalent combination of two (2) years of experience and training that provides the required knowledge, skills, and abilities to perform the essential functions.

Valid driver's license. Successful completion of a pre-employment criminal history background investigation.

Psychological examination if requested.

**KNOWLEDGE AND SKILLS:**

**Knowledge of:**

- County policies and procedures.
- Principles and practices of systems administration.
- 911, Radio, & Homeland Security operations, policies, and procedures
- Regulations and standards governing the 911, Radio, & Homeland Security operations
- Processes for developing and administering budgets
- Supervisory principles, practices, and methods

**Skills in:**

- Managing and coordinating the operations and activities of the County's 911 center.
- Updating, maintaining, and troubleshooting the County's emergency communications system.
- Providing systems support and training to end users.
- Establishing and maintaining effective working relationships with other staff, County departments, outside agencies, contractors, vendors, service providers, community groups, and the general public.
- Developing and administering budgets and monitoring departmental expenditures.
- Supervising, leading, and delegating tasks and authority.
- Communicating effectively verbally and in writing.