

## JOB DESCRIPTION

**JOB TITLE:** Operations Manager 065  
**DEPARTMENT:** Law Enforcement Services of South Sound 911  
**REPORTS TO:** Information Services Assistant Director  
**Unclassified position, EEO cat 2**

### **SUMMARY:**

As part of the South Sound 911 Law Enforcement Services, and under the direction of the Information Services Assistant Director, this FLSA exempt position performs supervisory duties and provides recognized leadership and project management skills to customers and employees. This position requires initiative, multitasking ability, the use of discretion, and independent judgment.

### **ESSENTIAL FUNCTIONS:**

Manages and oversees the operations, activities and personnel of the Records center to assure the compliance of established guidelines and procedures; determines action to be taken in situations not covered by established procedures which require immediate but temporary policy decisions; assists Record Supervisors in resolving difficult issues as necessary.

Maintains communication with the Assistant Director to discuss changes or problems in operations or activities or to recommend new or revised policies or procedures to improve operational effectiveness; prepares employee directives as directed; provides assistance and information to employees as requested.

Plans, organizes, directs and coordinates the work of Records center operations and assigned personnel. Selects, trains, supervises, monitors and evaluates the work of assigned personnel; schedules and assigns work; authorizes leave time and overtime work; reviews and investigates complaints and recommends disciplinary action as necessary; schedules in-service training; receives and attempts to resolve employee grievances and other concerns; coaches employees.

Manages and oversees process of recording and responding to complaints concerning Records service from citizens, officers, law enforcement officers and other agencies; communicates with citizens, personnel, Tacoma Police Department, Pierce County Sheriff's Office and other various agencies to provide and receive information and assistance related to operations and activities.

Participates in various groups and committees that develop and further the Records mission; assists in the long range planning and innovative thinking needed during the transition from a paper based entity into a state-of-the-art digital records center.

Develops and implements Records center programs, policies, procedures and training to assure timely, efficient and effective operations. Monitors and analyzes financial activities and budget expenditures. Develops an extensive knowledge of customers' business processes, and deliver excellent customer service that will enhance customer satisfaction.

### **QUALIFICATIONS:**

An equivalent combination to: graduation from four-year college or university with specialization in business or public administration or related field and three years of professional increasingly responsible experience in a law enforcement or related agency. Demonstrated experience managing teams is required.

**KNOWLEDGE AND EXPECTATIONS:**

Manage, supervise, train, coach and evaluate the work of others.  
Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.  
Maintain cooperative and effective working relationships with others.  
Analyze situations quickly and adopt an effective course of action.  
Organize work with many interruptions and multiple tasks to meet schedules and timelines.  
Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.  
Basic research methods to prepare clear and concise reports using law enforcement report preparation procedures.  
Perform limited clerical duties such as filing, duplications and typing.  
Work appropriately with confidential material and information.  
Work with speed and accuracy.  
Follow safety rules and regulations.  
Proficient with standard suite of Microsoft Office software and database applications, peripheral equipment, fax machine, phone system, police radio, and teletype.

**SUPERVISION RECEIVED AND EXERCISED:**

The Operations Manager has direct management and supervisory responsibility for Records supervisors and indirect management and supervisory responsibilities for Records Specialist and Warrant Specialist staff assigned to the section, including hiring recommendations, evaluations, training and disciplinary action. Work is reviewed through conferences, reports and by overall evaluation of results achieved.

**Is this position closely, moderately or minimally supervised?** Minimally

**Please explain:** Employees are expected to work independently in a variety of tasks and ask for assistance/clarification from Assistant Director when questions/concerns arise.

**Does this position have supervisory responsibility (i.e., responsible for hiring, firing, performance appraisals, etc.)?** Yes  No

**Does this position have access to confidential information?** Yes  No  **If yes, please explain:**  
This position has access to several databases that contain sensitive law enforcement information.

**Does this position have access to or handle company funds?** Yes  No  **If yes, please explain:**

**Is it important to this position that the incumbent be able to communicate fluently in English?** Yes  No  **If yes, please explain:** Most of the business is done over the phone or in electronic communications, therefore it is imperative that we be able to communicate to the customers.

**LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:**

Due to the confidential nature and demands of this position, candidates must possess an exemplary personal history and pass a background investigation and a psychological evaluation as part of the pre-conditional offer of employment.

**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit at a computer terminal, use hands to and arms to reach, finger, handle, or feel, and finger dexterity necessary to operate equipment used in the position.

The employee is required to talk, see, and hear. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. There is some standing, walking, sitting, bending/stooping, pushing/pulling and minimal lifting associated with the

classification as it is currently performed. Ability to travel and attend meetings away from regular work site may be required.

**WORKING ENVIRONMENT:**

Indoor climate-controlled office environment. The noise level in the work environment is usually quiet.

**MACHINES/TOOLS/EQUIPMENT/WORK AIDS:**

Personal computer, copy machines, telephone, fax machine, E-mail, calculators, head sets, printers.

**POTENTIAL HAZARDS:**

The hazards are consistent within an office environment.

**ANALYSIS OF PHYSICAL DEMANDS OF POSITION**

Standing	<input checked="" type="checkbox"/>	<u>10</u> % of time	Kneeling	<input checked="" type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<u>10</u> % of time	Crouching	<input type="checkbox"/>
Sitting	<input checked="" type="checkbox"/>	<u>80</u> % of time	Crawling	<input type="checkbox"/>
Lifting	<input checked="" type="checkbox"/>	<u>25</u> lbs.	Reaching	<input checked="" type="checkbox"/>
Pushing	<input checked="" type="checkbox"/>	<u>25</u> lbs.	Handling	<input type="checkbox"/>
Carrying	<input checked="" type="checkbox"/>	<u>25</u> lbs.	Speaking	<input checked="" type="checkbox"/>
Pulling	<input checked="" type="checkbox"/>	<u>25</u> lbs.	Hearing	<input checked="" type="checkbox"/>
Climbing	<input type="checkbox"/>		Seeing	<input checked="" type="checkbox"/>
Balancing	<input type="checkbox"/>		Depth perception	<input type="checkbox"/>
Stooping	<input checked="" type="checkbox"/>		Color vision	<input type="checkbox"/>

**ADDITIONAL COMMENTS:**

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Cynthia Shaffer, PHR, Human Resources Manager

APPROVED BY: \_\_\_\_\_

DATE: 1-30-14

Reference: Resolution 683, 717, and 801

Revised: 8/11