

JOB DESCRIPTION

JOB TITLE: Communications Center Manager
DEPARTMENT: Operations, Communications
REPORTS TO: Communications Center Director
EEO Category 2

SUMMARY:

As part of the South Sound 911 Operations Division, and under the direction of the Communications Center Director, the Communications Center Manager is a highly responsible professional position, supporting all PSAP operations of South Sound 911. The Communications Center Manager supports and assists the Communications Center Director with planning, organizing, managing and reviewing the operations and activities of South Sound 911's Communications Center; trains, supervises and evaluates assigned personnel; develops and implements administrative and operational policies and procedures; assures that satisfactory services are provided to the public and user agencies; promotes the mission and vision of South Sound 911; represents or acts in the Communications Center Director's absence, or as directed. The position requires a varied work schedule to accommodate the needs and demands of 24/7 911 Communications Center operations

DISTINGUISHING CHARACTERISTICS:

This position functions as a team of Communications Center Managers. While each manager will have assigned areas of focus, there are overlapping responsibilities, duties, and support within the managerial group. Communications Center Managers work rotationally and interchangeable with one another.

ESSENTIAL FUNCTIONS:

Oversee, organize and direct the operational functions and activities of the Communications Center.

Direct and evaluate the work of Communications Center Supervisors or other assigned personnel.

Assist in the interview and selection of subordinate staff, as needed.

Oversee training plans and activities of the Communications Center.

Develop, review, update and implement training materials, manuals, and Standard Operating Procedures.

Recommend or administer disciplinary actions as appropriate.

Formulate, revise and implement operational policies and procedures to facilitate or improve Communications operations and improve services to user agencies.

Coordinate activities with County, City and internal agency departments and personnel, user agencies, governmental agencies and other outside organizations.

Monitor and control expenditures, as assigned; evaluate and recommend the purchase of equipment and materials as appropriate.

Attend and chair various meetings; serve as management representative at meetings, on committees and during labor contract negotiations as required.

Compile and analyze statistics, information and data to evaluate, develop or modify present procedures and policies and future plans, goals and objectives.

Maintain or oversee the maintenance of various records and files related to Communications Center operations and activities; assure confidentiality of department records and information.

Provide information, advice and direction to user agencies as required and provide assistance to citizens as requested.

Compile information and prepare reports concerning Communications Center activities as required; review reports prepared by other personnel.

Monitor Communications Center operations to assure compliance with applicable federal, State and local laws, rules and regulations, policy and standard operating procedures.

QUALIFICATIONS:

Training and/or coursework with emphasis in business, public administration, PSAP communications or a related field and four years of supervisory experience in a 911 communications agency. Prior supervisory or management experience in a consolidated 911 dispatch agency is highly desired.

DESIRED QUALIFICATIONS:

Graduation from an accredited four-year college or university with emphasis in business, public administration or a related field, or Associate's Degree with continued coursework or specified educational plan leading to graduation from an accredited four-year college or university with emphasis in public administration or related field.

REQUIRED KNOWLEDGE AND EXPECTATIONS:

Knowledge of protocols, practices and techniques of public safety communications.

Knowledge of call receiving and dispatching techniques, practices and procedures.

Knowledge of police, fire, and EMS dispatching practices and techniques.

Have a working knowledge of public disclosure laws.

Knowledge of principles and practices of public administration, supervision and training.

Maintain current understanding of applicable financial and budget laws, codes, regulations, policies and procedures.

Work confidentially and with discretion, and maintain a professional demeanor while resolving emotional issues with personnel at all levels of the organization.

Ability to flex work schedule to various days of the week and times of day, to accommodate the needs and demands of 24/7 911 Communications Center operations.

Fluent use of the English language

Understand and follow written and verbal instructions.

Understand and interpret complex rules and procedures.

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Work appropriately with confidential material and information.

Work with speed and accuracy.

Proficient with standard suite of Microsoft Office software and database applications, fax machine, and phone system.

Exercise a high degree of independent judgment in problem solving and decision-making.

Organize work with many interruptions and multiple tasks to meet schedules and timelines.

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.

Be reliable, dependable and report for work on a consistent basis.

Follow safety rules and regulations.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit at a computer terminal, frequent walking both indoors and out; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, stoop, or kneel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

WORKING ENVIRONMENT:

Office environment with frequent interruptions. The noise level in the work environment is usually quiet. This position will interact with employees and customers on a daily basis.

MACHINES/TOOLS/EQUIPMENT/WORK AIDS:

Personal computer, copy machines, telephone, fax machine, e-mail, calculators, and printers.

POTENTIAL HAZARDS:

The hazards are consistent within an office environment.

ANALYSIS OF PHYSICAL DEMANDS OF POSITION:

Activity	Percentage of time	Activity	Pounds
Standing	10% of time	Pulling & Pushing	25 lbs.
Walking	10% of time	Lifting	25lbs.
Sitting	80% of time	Carrying	25lbs.

The following abilities are required to perform the essential job functions:

Hearing	YES
Seeing	YES
Depth Perception	NO
Color Vision	NO

Seldom to occasionally the position will require the following activities: Stooping, Crouching, Crawling, Climbing, Balancing and Kneeling.

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: Laura Lakowske, Recruiting Coordinator

REVIEWED BY: Deborah Grady, Executive Director

DATE: 5/12/21

Revision date(s) _____