

Position: Operations Supervisor	
Division: Operations	FSLA: Exempt
Reports to: Deputy Director	Represented: Supervisory/Non-Rep

Summary

The Operations Supervisor performs work of considerable difficulty in planning, managing, developing, implementing, and coordinating the dispatching operations and staff of the YECA regional 9-1-1 emergency dispatch center. Assures the efficient and economical use of division resources, personnel, facilities, and implements management practices to optimize utilization of human resources.

Distinguishing Characteristics

This Supervisor position is within the Operations Division and is under the general direction of the Deputy Director. The Operations Supervisor position has the responsibility for planning, directing, and managing the activities of the Agency’s regional emergency and non-emergency police, fire, medical call taking, and field unit dispatch center and is expected to exercise considerable discretion in carrying out responsibilities independently with awareness of emergency communications issues and sensitivities. This position is responsible for applying an extensive, fully seasoned knowledge of modern techniques and concepts of emergency service communications, requiring considerable initiative, creativity, analysis, and interpretation to create a motivating atmosphere. The incumbent maintains close working relationships with member agencies and political jurisdiction. Problems encountered in this position are technical, logistical, or personnel related.

Essential Duties and Responsibilities

The statements contained below reflect general details as necessary to describe the principle functions of this job, the level of knowledge, skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

- Plans, organizes, and oversees the work of dispatch operations; collaborates with supervisors, develops, implements, and monitors work plans to achieve Agency mission, goals and performance measures.
- Prepares and administers the operational section of the division budget. Monitors operations performance against the annual budget.
- Participates in hiring, counseling, disciplining employees in accordance with accepted management practices and Agency policy.
- Participates in establishing performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; Independently investigates potential employee discipline matters and independently dispose of less serious matters and recommend appropriate action up to and including termination, with regard to more serious offenses. in accordance with Agency policies and labor contract agreements.;

- May assist the Agency in labor relations matters including labor/management committees, side agreements, and labor contract negotiations.
- Collaborates with Dispatch Supervisors to develop and retain highly competent, service oriented staff through selection, compensation, training and day-to-day management practices that support the Agency's mission, objectives and service expectations.
- Provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment; coordinates with administration to analyze and implement human resource and management policies and practices to increase employee retention and improve employee selection practices and employee/management relations.
- Plans, organizes, and oversees the operations of Agency's law, fire and emergency medical services call taking, and dispatch activities for various affiliated law enforcement, fire and emergency medical service agencies; serves and represents operations on a variety of committees, task forces, and project teams.
- Plans, organizes, and directs the activities of the Agency's multi-jurisdictional Public Safety Answering Point (PSAP).
- Assist with development, review, and implements policies and procedures for the Agency's operations division; directs the development of goals, objectives and policies for design, management and implementation;
- Attends conferences, conventions, and other educational meetings to keep abreast of state, regional and national trends in 9-1-1 technology, policies, and procedures.
- Participates in regular scheduled communications status meetings with the Deputy Director.
- May participate in Governing Board meetings and provides operational performance reports.
- May act-in-capacity for the Deputy Director during their absence.
- May assist with dispatch duties
- Performs other duties as assigned that support the overall objective of the position, including occasional schedule changes

Qualifications

▪ Knowledge and Skills

The position requires knowledge of the operation of a computer aided dispatch system; thorough knowledge of theory, principles, practices, techniques, and technology in the field of emergency communications for a medium sized, multi-jurisdictional public safety organization. Knowledge of policies and procedures of various law, fire, and emergency services user agencies as they pertain to emergency communications. Knowledge of regulatory agencies, laws, regulations, and policies that pertain to the public emergency

communications agency; principles and practices of public administration for budgeting, purchasing, and maintenance of public records; research methods and analysis techniques; principles and practices of effective human resource management and supervision. Requires a strong knowledge of effective community and public relations methods and practices; Agency personnel policies, labor contract provisions, and training requirements; practices, and principles of sound business communication.

▪ **Abilities**

Requires the ability to manage, evaluate, and direct comprehensive emergency communications operations and personnel; lead, motivate, and mentor a diverse staff; Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rule, and policies. Organize, set priorities and exercise sound independent judgment within areas of responsibility. Prepare clear, concise and comprehensive reports and other written materials. Exercise sound expert, independent judgment with general policy guidelines. Operate a computer and standard business software; present information clearly, logically and persuasively; communicate effectively both orally and in writing. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations. Establish and maintain effective relationships with members of other governmental agencies, community and business organizations, employees, the public and others encountered in the course of work.

▪ **Physical Abilities**

Requires light physical effort including frequent lifting and moving of objects up to 10 pounds, occasional lifting/moving of heavy objects. Some bending, stooping, reaching and pulling are required. Sufficient visual acuity to recognize letters, numbers, words, dials, buttons and other instruments; hand-eye coordination to grasp small objects; auditory ability to project voice for a distance of 50 feet are all required. Ability to sit for long periods of time, move about and work in an indoor environment.

▪ **Education, Experience, Special Skills**

Possession of a bachelor's degree from an accredited college or university with a major in Public Administration, Business Administration, Criminal Justice, Emergency Management, or closely related field. Experience of two (2) years full-time or its equivalent, managing, supervising, leading dispatch operations in a public safety department or emergency 9-1-1 communications/dispatch center, which must have included responsibility for overseeing personnel, operations, project management, and personnel related situations.

Additional experience of the type noted above for possession of a bachelor's degree may be substituted for the required education on a year-for-year basis to a maximum of four (4) years demonstrating a higher degree of operational experience

▪ **Licenses and Certificates**

Must possess and maintain a valid California class C driver's license and a satisfactory driving record. Must also possess Emergency Number Professional (ENP) certification or obtain certification within 24 months of employment or promotion. Must also have current Emergency Medical Dispatch (EMD) certification and P.O.S.T Basic Dispatcher certificate.

▪ **Working Conditions**

Work is performed indoors where minimal safety considerations exist. Respond to the PSAP for major emergencies and be available after hours if needed in an emergency.