

City of Salem
CLASS SPECIFICATION

CLASS. TITLE:	Communications Center Operations Manager	CLASS. CODE: 0391
DEPARTMENT:	Police	FLSA: E
REPORTS TO:	Public Safety Communication Director	DATE: 7/1/2002

Job Summary:

Responsible for the daily management and overall supervision of operational personnel assigned to the Communications Center through shift supervisors.

Essential Job Functions

(All functions may not be performed by all incumbents.)

1. Oversees the work of subordinate staff and works with shift supervisors on employee discipline, training and performance issues. Reviews complaints investigations, training goals and assists with the administration of the training budget.
2. Responsible for overseeing the revision, development, implementation, staff training and maintenance of division policies and procedures manual. Involves meeting with agencies served by the center to ensure policies meet the operational needs of all agencies.
3. Oversees the division schedule, reviews areas of concern, identifies staffing needs and receives recommendations for changes to employee schedules.
4. Prepares performance appraisals for employees, requests input from shift supervisors and discusses with employee.
5. Receives complaints, enters into tracking system, assigns to appropriate supervisor for investigation or investigates as appropriate. Responds to complaints via email, letter or telephone.
6. Acts as division representative for emergency operations development of policies, procedures, training and implementation of plans. Coordinates the divisions involvement by making preparations during major incidents such as floods, earthquakes, hazardous materials incidents, etc.
7. Develops annual budget for the division including assessing organizational needs.
8. Prepares, coordinates and presents 911, police, fire and medical educational programs to the general public, organizations, city councils, schools, etc.

Important Job Functions

1. Perform duties of call taker or shift supervisor as needed; answers business and emergency calls for service; maintains base knowledge of policies and procedures for each agency.
2. Attends meetings and various training seminars and conferences as required.
3. Performs other duties as required by supervisor.

MATERIAL AND EQUIPMENT USED:

- Computer aided dispatch system
- Radio
- Desktop computer
- Calculator
- Miscellaneous office automation equipment, i.e. – fax, phone, copier, etc.

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MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Associate's degree from an accredited college or university in public safety, management or a related field; and,

Five (5) years of experience in public safety emergency communication management or a related field; or,

Any combination of education, experience and training which provides the required knowledge, skills, and abilities to perform the essential functions of the class.

License(s) and Certification(s):

- Emergency Medical Dispatch Certificate
- Telecommunication Certificate
- Law Enforcement Data Systems Certificate
- First Aid and CPR preferred.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Principles and procedures relative to the operation and staffing of a 24 hour 911 center and of public safety call taking and dispatch.
- Human resource management techniques and current technology systems.
- Contemporary office practices and procedures and basic office software products.

Ability to:

- Manage human resources issues.
- Plan, organize and manage complex operations and systems.
- Communicate effectively verbally and in writing to a wide range of individuals.
- Work independently and make decisions with minimal supervision.
- Comprehend and apply concepts for enhancement and efficiency of department and general operations.
- Establish and maintain effective working relationships with individuals, coworkers, other agencies and the public.
- Maintain required work hours and attendance.

Physically able to:

- Sit, keyboard, write, hear and speak for extended periods.
- Stand frequently for extended periods.
- Bend, kneel, stoop or climb.
- Lift up to 50 pounds.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.