

KITSAP 911 CLASS SPECIFICATION

TITLE: OPERATIONS PROGRAM MANAGER

REPORTS TO: Deputy Director, Kitsap 911(CALEA 1.1.3)

MAY PROVIDE DIRECTION TO: Shift Supervisors

GENERAL STATEMENT: (CALEA 4.1.4a)

This position monitors the operations for the Agency's 9-1-1 Public Safety Dispatch Center and programs therein; identifies patterns of performance and necessary program/process changes to enhance overall system; stays aware of emergency communications needs and of personnel and labor relations issues. Provides guidance and support to the Operations Staff to achieve the center's mission, goals and performance measures.

The incumbent is an integral member of Kitsap 911's leadership team, and is responsible for informing the team of current and pending issues, concerns, projects, and needs within Operations, and working closely with managers or others to address and resolve operational issues. The Operations Program Manager performs special projects as defined by the Executive or Deputy Director.

The Operations Program Manager mentors Shift Supervisors, providing support and advice as requested or necessary.

Work is performed with minimum supervision or instruction, requiring sound judgment, good leadership, initiative and constructive supervisory techniques, with considerable latitude to develop sound procedures and practical systems within established guidelines.

Work is reviewed by the Deputy Director through interactive observation and work product review.

NOTE: Kitsap 911's operational needs require that the incumbent of this class perform professional dispatch duties on a regular and frequent basis as of the effective date of this classification description. Should Kitsap 911's organizational and staffing needs change, the incumbent's duties will no longer include regular dispatch work, and FLSA designation will be re-examined at that time, subject to the bargaining provisions of the Collective Bargaining Agreement that governs the wages, working conditions, and terms of employment for this class. In the meantime, essential job duties include all of the dispatch responsibilities found within Public Safety Telecommunicator II and/or Public Safety Communication Supervisor classification descriptions.

ILLUSTRATIVE EXAMPLES OF DUTIES: (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Essential Job Functions:

Monitor performance documentation for subordinate Operations staff. Recognize patterns/trends. Develop plans to mitigate trends/patterns. Confer with Training Program Manager to develop training based on identified trends, as needed.

Act as a mentor to Public Safety Communications Supervisors. Provide guidance, support and advice as requested or needed.

When assigned, conduct internal investigations into complaints regarding performance. Make recommendations regarding disciplinary actions.

Manage and expand Acting Lead Program. Prepare new member training, plan and facilitate annual group training. Oversee Kitsap 911's participation in the Telecommunicator Emergency Response Taskforce (TERT). Ensure necessary requirements are fulfilled by team members and Kitsap 911.

Effectively plan and organize work and complete tasks within prescribed timeframes.

Recommend, develop and implement program and policy changes as it relates to the Operations Division.

Provide input to development and preparation of short/long range plans and the annual budget; provide recommendations to facilitate economical and effective use of personnel, equipment and facilities.

Prepare summary activity reports, analyze data and prepare technical, statistical and administrative reports.

Participate in staff and user group meetings and committee assignments, and represent Kitsap 911 when required. Chairs the following committees- TECH CCB, and the Mandate Group.

Establish and maintain cooperative, effective, and productive working relationships using tact, patience and courtesy.

Promote and maintain a team environment.

Develop Operations Staff schedule. Prepare annual shift, vacation, and training bidding processes.

Coordinate and participate in the subordinate and promotional selection process.

Respond to requests for information regarding Operation division systems and services.

Maintain Operations forms and documents- including but not limited to Kitsap 911 Evaluation Distribution List, Tow Logs, Supervisor Log, Summer and Winter Resource packets, etc.

Oversee and Manage CALEA Standards related to Operations.

Participate in after hour on-call rotation. Respond to emergency calls on a 24 hour basis. Notified in the event of major emergencies; and may be required to return to the Communications Center or backup center to coordinate communication activities.

WORKING CONDITIONS/PHYSICAL ACTIVITIES: (The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. Kitsap 911 provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office environment. Shift work, overtime and emergency response is required. Sitting while observing staff is required for extended periods of time. Must be able to observe subordinates while training and ensure compliance with established dispatch policies and procedures. The ability to enter dispatch information into a terminal and while training subordinates on console procedures is required. Dispatch and dispatch oversight require the ability to precisely hear voices and respond orally in a clear manner. Kitsap 911 is a critical 24/7 public safety agency which operates in all

weather and emergency conditions. The incumbent may be required to respond regardless of external factors.

KNOWLEDGE AND ABILITIES:

Thorough knowledge of: The principles, practices and techniques of emergency dispatch operations, methods, procedures and equipment, to include Enhanced 9-1-1 and Computer Aided Dispatch Systems.

Working knowledge of: Project management and leadership principles and practices. Developments and trends in the field of public safety dispatching. Principles, methods, materials and techniques in adult learning and evaluation. Computer operation and software. Typical public safety functions.

Knowledge of: Dispatch center equipment operation, equipment alarms, radio receiver voting systems, emergency batteries and un-interruptible power supply, back-up generator operation, master recording equipment, FAX, remote CAD system printers.

Ability to: Be a self-starter. Effectively plan, organize, and evaluate the work of others. Resolve procedural problems. Apply judgment and discretion while addressing difficult personnel issues and interpreting policies and procedures. Accept responsibility for decisions and actions. Effectively communicate detailed information and recommendations, both orally and in writing. Establish and maintain effective working relationships with co-workers, user agency personnel and the public.

MINIMUM QUALIFICATIONS FOR OPERATIONS PROGRAM MANAGER:

Seven years of progressively responsible

9-1-1 Public Safety Dispatch Center experience, including five years supervisory experience, and a demonstrated aptitude/ability for a leadership level position is required; or any equivalent combination of experience and education which provides the applicant with the desired skills, knowledge and ability required to perform the work.

Associate's or higher degree in public administration or related public safety field is preferred.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:

Must be able to fulfill all travel requirements of this position, including operation of a motor vehicle on Kitsap 911 business. Incumbents are required to possess and maintain a valid Washington State Driver's License and the appropriate level of automobile insurance.

Kitsap 911 is a critical 24/7 public safety agency which operates in all weather and emergency conditions. The incumbent may be required to respond regardless of external factors and outside of regular work hours.

Must have a private telephone line for 24-hour availability, a ready and dependable means of transportation and be willing to carry a pager and/or cellular phone.

NOTE: A criminal background check including a national fingerprint check through law enforcement agencies and a drug test will be conducted on all successful applicants prior to their being appointed to this position.

This classification is:

- Classified as eligible for overtime (non-exempt) under the Fair Labor Standards Act (FLSA)

Kitsap 911 is an Equal Opportunity Employer. (CALEA 4.1.4c)

Class Description approved and adopted by the Kitsap 911 Executive Director effective November 8, 2016