



# **Sweetwater Combined Communications Joint Powers Board**

sweetwater911.org

## **Operations Manager**

### **Definition:**

Under direction of the Executive Director, to supervise, assign, review, and participate in the work of assigned staff responsible for a variety of duties and activities involved in providing public safety communications and Emergency 911 services for Rock Springs, Green River, and Sweetwater County.

### **Distinguishing Characteristics:**

The employee performs duties under general supervision and works within prescribed standards and procedures. The employee initiates routine operational and unit records; has access or possesses information restricted to specific persons and is aware of meaning and consequences of release, release of which could cause consequent legal action; and is responsible for overseeing materials or equipment requiring minimal servicing and/or occasional accountability. Contact with employees or public is frequent and involves communication of complex information and/or in which considerable tact, patience, pleasant, courteous, and tolerant manner in stressful situations is required. Operations Manager must have working knowledge of operating procedures and policies, as well as personnel policies.

### **Supervision Exercised:**

Positions at this level directly supervise the performance of shift supervisors and operational staff and reports to the Executive Director.

### **Examples of Important and Essential Duties:**

- Plan, prioritize, train, assign, evaluate, and review the work of all Sweetwater Combined Communicators and Shift Supervisors.
- Participate in the assessment, promotion, and hiring of Communicators.
- Provide and/or coordinate training; work with employees to correct deficiencies; and implement commendation procedures and recommend commendatory actions.
- Assist in maintaining Communicators' personnel records.
- Participate in the development and implementation of goals and objectives.
- Designs, develops, and supervises Sweetwater Communicators' training programs.
- Develops and supervises the Quality Improvement Program for Sweetwater Communicators.
- Conduct Quality Assurance evaluations of the work of communicators and shift supervisors.
- Establish schedules, implement policies and procedures as directed, and participate in investigations as needed.
- Ensure the security of confidential records and criminal files.
- Work in the Communications Center as a Communicator as needed.
- Assist in administering the computer aided dispatch system (s.)



- Assist the Terminal Agency Coordinator

**Other Duties:**

Perform related duties and responsibilities as assigned.

**Job Related and Essential Qualifications**

In addition to the qualifications for Communications Shift Supervisor:

**Knowledge of:**

- Operations, services, and activities of a comprehensive emergency services communications program.
- Principles of supervision, training, and performance evaluation.
- Operational characteristics of a wide variety of computer, radio, and recording equipment, telephone systems, and communications devices.
- Operational characteristics of computer aided dispatch and emergency 911 systems.
- Modern complex principles and practices of telephone and radio networking.
- Procedures, methods, and techniques of computer aided dispatch.
- Geography of Sweetwater County, City of Rock Springs, and City of Green River including streets, public buildings, landmarks, businesses, medical facilities, and community centers to ensure proper and rapid response.
- Pertinent Federal, State, and Local laws, codes, and regulations.
- Principles and procedures of record keeping and reporting.
- Principles and practices used in dealing with the public.
- Modern office practices, methods, software (i.e. Microsoft Office suite) and computer equipment.

**Skill to:**

- Operate emergency dispatch and communications equipment including radio, telephone, fax, shredder and any available equipment.
- Type and enter data at a speed and accuracy necessary for successful job performance.
- Operate and perform minor maintenance on a wide variety of highly technical communications equipment.

**Ability to:**

- Supervise, organize, and evaluate the work of operational personnel.
- Analyze problems, identify alternative solutions and project consequences of proposed actions and implement recommendations in support of goals.
- Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Use independent judgement, initiative, and good human relations and problem-solving skills in the application and follow through on decisions.
- Apply knowledge and reasoning to make prompt and effective decisions quickly in both routine and non-routine situations.
- Interact effectively and sensitively with individuals from diverse backgrounds.



- Speak clearly and distinctly in a well-modulated voice.
- Prepare and maintain accurate and complete records and reports.
- Respond to requests and inquiries from the general public.
- Maintain confidentiality of sensitive information.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
- Lead with integrity by exhibiting ethical and moral behavior in everyday business conduct, admitting mistakes, and create an environment that rewards ethical behavior.
- Manage customer focus by providing training in customer service delivery, monitors customer satisfaction, and develops new approaches to meeting customer needs.
- Foster quality focus by measuring key outcomes, soliciting and applying customer feedback, and improving processes and services.
- Fosters team cooperation, supports group problem solving, ensures progress towards goals, and acknowledges team accomplishments.
- Includes subordinates in planning, takes responsibility for subordinates' activities, makes oneself available to subordinates, provides regular performance feedback, develops subordinates' skills and encourage growth, and motivates for increased results.

### **Experience and Training Guidelines:**

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

- **Experience**

Minimum seven (7) years progressive emergency dispatch experience to include at least two (2) years supervisory experience.

- **Training**

Equivalent to a high school diploma supplemented by specialized training in emergency services, telecommunications operations, supervision, management, and leadership (WY POST-First Line Supervision or equivalent.)

### **License or Certificate**

- Possession of appropriate POST certification issued by the State of Wyoming.
- Possession of Law Enforcement Telecommunications System Operator certification issued by the Wyoming Division of Criminal Investigation.
- Possession of or ability to obtain within one (1) year certification in emergency medical dispatching, emergency fire dispatching, and emergency police dispatching.
- Must obtain 20 hours POST training every 2 years with minimum 10 hours being Supervisory Leadership training.
- Must obtain 20 hours APCO training every 2 years.



## **Special Requirements**

Essential duties require the following physical skills and work environment:

- Ability to perform sedentary physical work and to lift and carry 10 pounds.
- Ability to stand, walk, sit, bend, reach, grasp, pinch, push, pull, and perform similar body movements.
- Possession of hand/eye/foot coordination adequate to operate telephones, computers, typewriters, radios and console.
- Ability to talk and hear in person, by telephone, and two-way radio.
- Ability to see and read instructions in English, and view and distinguish accurately characters and colors on a computer screen.
- Must wear a lightweight telephone headset for duration of shift.
- Availability for on-call and shift work and ability to travel to different sites and locations.

Reasonable accommodations may be made for those individuals with qualifies disabilities, in accordance with the Americans with Disabilities Act (ADA.)