



OPERATIONS SUPERVISOR

Department	Operations
FLSA Status	Non-Exempt-Hourly
Reports To	Deputy Director
Supervises	Telecommunicators

DISTINGUISHING CHARACTERISTICS:

Reporting to the Deputy Director, as a working Operations Supervisor, must be able to staff and supervise all functions of the communications room. This position is directly responsible for the day to day communication room functions including the oversight of 911 emergency dispatchers, scheduling and technical assistance.

ESSENTIAL FUNCTIONS:

- Responsible for making accurate, rapid decisions of an emergency nature on a continuous basis and is responsible for all incident decisions including those of subordinates resulting in the smooth operation of the communications room
- Prioritizes and assigns work; arranging sufficient staff to maintain minimum staffing levels; demonstrates effective personnel management, reporting unusual circumstances or problems to the Deputy Director
- Expected to perform the work of a call receivers and dispatchers and must maintain a high level of knowledge regarding all aspects of the work assigned to call receivers and dispatchers
- Researches and responds to complaints and inquiries from the public and customer agencies, reviewing recorded tapes, computer-aided dispatch system logs and records and other documentation available to make a determination; evaluates employee performance against the established standards, reports the findings in writing to the employee and recommend appropriate action to the Deputy Director
- Provides technical information as it relates to operations, policies and procedures
- Responsible for timely employee performance evaluations, including Trial Service, newly promoted and tenured employees; timely identification of any performance deficiencies and working closely with the employees to develop effective corrective action plans; make appropriate recommendations for employee performance goals
- Applies effective conflict resolution techniques. Must be able to deal effectively with difficult situations involving employees; Must remain impartial and consider alternatives in an attempt to avoid escalating difficult personnel situations
- Recommends and participates in the transfer, promotion, re-assignment, layoff, suspension or discharge of employees; understands, respects and enforces collective bargaining agreements, participates in the grievance process, recommending specific actions and implementing those actions
- Offers guidance and individual training and instruction as is necessary

- Identifies inappropriate conduct or performance and may administer lower levels of discipline
- Familiar with, enforces, and complies with Standard Operating Procedures
- Recommends and assists in the implementation of goals and objectives of the Center by reviewing policies, procedures, personnel issues, etc. with management staff; organizes the personnel and resources to complete various projects
- Assures that the equipment is clean and operational; makes appropriate notifications and initiates repairs or maintenance as needed
- Represents the Center while participating in local, regional or state functions related to public safety
- Must be reliable and dependable, reporting for work on a consistent and punctual basis
- Performs additional duties as assigned

INTERPERSONAL CONTACTS:

Contacts are made both inside and outside the organization. Internal contacts frequently include telecommunications staff and less frequently, administrative staff. External contacts may include NORCOM customers, city government and fire district personnel, outside vendors and the general public. May serve as liaison between the Center and one or more agencies to provide superior customer service to the Center's customers. Interactions tend to focus on information exchange and receiving and giving directions. Contacts may include sensitive and/or confidential information. 60% of external interactions are via the telephone or electronically via e-mail.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Police, fire and EMS dispatching techniques, practices, and procedures
- Supervisory techniques applied to diverse groups of people in a public safety environment
- Effective techniques in personnel management, coaching, motivating, teambuilding and performance evaluation
- Possess a comprehensive knowledge and understanding of the E911 system, radio/communication equipment and CAD functionality
- Protocols, practices and procedures of public safety emergency operations
- Make timely and appropriate decisions under emergent circumstances
- Maintain accurate records as required
- Plan, organize, prioritize and delegate effectively; work independently as needed
- Thorough understanding, interpretation and administration of union contract
- Use of current office word processing, spreadsheet, database, e-mail, employee scheduling and other software programs as is necessary to perform the functions of the job
- Maintain familiarity of Standard Operating Procedures and promptly notify Operations Manager as revisions and clarifications are required
- Provide immediate corrective action to maintain control and order in the communications room
- Ability to articulate in a clear, concise manner, disseminating complete and accurate information in a logical and timely basis both orally and in writing
- Ability to work under stress and relate to employees who may be under stress; remain a team player and leader and maintain self-control under stressful circumstances.

- Ability to discern several conversations simultaneously, disseminate appropriate information, prioritize actions and respond in an effective manner
- Demonstrate initiative, integrity, a high level of self-motivation, and, when the situation allows, collaborate with others
- Must be able to perform the duties of a call receiver and dispatcher

REQUIRED EDUCATION and EXPERIENCE:

- Three years of increasingly responsible related experience in a multi-jurisdictional combined police, fire, and EMS public safety dispatching agency

LICENSES, CERTIFICATION and OTHER REQUIREMENTS:

- Maintain certifications in WACIC (ACCESS Level 2)
- NIMS ICS program as required by the Department of Homeland Security
- Criteria Based Medical Dispatch certification
- If utilizing a personal vehicle in the performance of duties, must possess a valid Washington State Driver's License and the appropriate amount of automobile insurance.
- Incumbent may be required to respond to the needs of the Communication Center regardless of external weather or other emergency factors and outside of regular work hours

WORK ENVIRONMENT:

- Work is typically performed in the communications room, with varying levels of light , confined environment
- May be subjected to excited, abusive, foul-mouthed, incoherent, drunk, impaired or hysterical callers
- Must be able to work shift work encompassing 24 x 7 schedules including evenings, nights, weekends and holidays
- May be subject to "call back" on short notice and for extended periods
- Must be able to assist call receivers and dispatchers in the performance of their work duties by answering in-coming calls, transferring calls, making outgoing telephone calls and working on a radio console

PHYSICAL DEMANDS:

- Light lifting, carrying and pushing objects weighing up to 15 pounds
- Dexterity of hands and fingers to operate standard office equipment, including a computer key board
- Sitting for extended periods of time
- Ability to respond to visual and sound stimuli with a high degree of accuracy in a timely manner
- Adequate hearing and visual acuity to successfully perform the essential job requirements in addition to the essential job requirements for call receiver and dispatcher
- Ability to speak and comprehend English coherently to exchange information in person and on the telephone
- Must be free from physical impairments that with or without accommodation would interrupt continuous performance of a shift lasting from eight to twelve hours

NORCOM is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, veteran status, or genetic information. NORCOM provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. For more information, please contact NORCOM Human Resources.

NOTE: A criminal background check through law enforcement agencies will be conducted on all successful candidates prior to their being appointed to the position.

