

Metro Communications Agency Job Description

Salary Grade	EEO Function/Category
\$48,582.15 - \$65,309.78	04/02

Job Classification	FLSA Status
Operations Coordinator	Exempt

Title of Immediate Supervisor
Operations Manager

Job Summary

Oversee and administer the day-to-day operations of the public safety telecommunications center, including direct supervision of all communications staff and activities.

Task No.	Description
1.	Coordinate the staffing and operational duties for the telecommunications center.
2.	Assist in the employment, training and promotion processes. Ensure the Shift Supervisors and agency staff are trained in the use of equipment, computer programs, policies and procedures.
3.	Coordinate the quality assurance process for law enforcement, fire, high risk and high volume calls.
4.	Supervise employees, assign work, and provide work direction; make recommendations relative to hiring, promotion, discharge, layoffs, suspensions, the adjustment of grievances, and employee performance evaluations.
5.	Provide input into the development of the department budget.
6.	Research, make recommendations, update and maintain the department Procedure Manual, instructional manuals and other documents.
7.	Investigate call taking and dispatch errors and recommend appropriate corrective action.
8.	Coordinate Tactical Dispatch program.
9.	May represent Metro Communications at various meetings and may assume duties of Operations Manager when assigned.

Task No.	Description
10.	Coordinate, instruct and facilitate the 911 Citizen's Academy.
11.	Perform other such duties and functions as are necessary or incidental to the proper performance of this position.

Minimum Qualifications

Graduation from an accredited school with an associate's degree in public administration, criminal justice, computer science or related field and a minimum of three years' experience in public administration, public safety, or communications, with three years of management experience preferred or any such combination of education, experience, and training as may be acceptable to the hiring authority.

Preemployment Screenings

Preemployment screenings may include, but are not limited to, the following: drug screen, references, credit check, and full criminal background.

Knowledge, Skills, and Abilities

Ability to rapidly acquire working knowledge of approved principles, practices, and procedures of communication dispatch work.

Ability to learn and apply EMD/MPDS protocols.

Ability to work in an environment under stressful conditions.

Ability to react quickly and calmly in emergency situations and deal with those requesting or requiring services in a prompt and courteous manner.

Ability to supervise and communicate orders, policies, and regulations governing the activities of the Metro Communications Agency.

Ability to establish and maintain effective working relationships within the agency and with other agencies and services served through the agency.

Ability to problem solve, make decisions, and take necessary action per established procedures and protocol.

Ability to analyze, organize and prioritize work.

Ability to communicate effectively, both orally and in writing.

Ability to maintain confidentiality and integrity of the Metro Communications Agency.