

Metro Communications Agency Job Description

Salary Grade	EEO Function/Category
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\$56,076.02 - \$ 75,383.88	04/02
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Job Classification	FLSA Status
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Operations Manager	Exempt
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Title of Immediate Supervisor

Director

Job Summary

Supervise and perform the day-to-day operations of the public safety telecommunications center, including supervision of communications staff, policies, processes and equipment. (The appointment is effective upon advice and consent of Metro Management Council.)

Task No.	Description
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1. Plan, organize, and implement metro communications operations, including staffing, programming, coordination of schedules, research issues and projects, and evaluation of center performance.
2. 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.
3. Assist in the development of the department budget and monitor expenditures to ensure the operation remains within approved guidelines.
4. Advise and make recommendations to the Director regarding the proper and efficient operation of the public safety telecommunications center, including cost and operational analysis, required levels of employees' equipment and material, development of performance standards, and the establishment of goals and objectives.
5. Monitor and review the QA process for EMD, law enforcement, fire, high risk and high volume calls.
6. Monitor compliance of the policy manual; recommend changes and communicate policies to the employee group. Respond to questions on policies and labor contract language.
7. Ensure that all complaints are handled in an appropriate manner including media questions and interviews. May represent Metro Communications at various meetings.

Task No.	Description
8.	Coordinate the employment and promotion testing process.
9.	Manage drug testing program for agency.
10.	Review training and quality assurance programs and materials, ensuring compliance in operational processes.
12.	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 five 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, criminal background, credit history, and references.

Knowledge, Skills, and Abilities

Knowledge of law enforcement, fire rescue, ambulance and Emergency Management operations and their use of a 911 communications center.

Knowledge of 911 systems and State telecommunications plans.

Knowledge of computers and software relating to communications center management.

General knowledge of local, state and federal regulations regarding public safety communication systems and operations.

Ability to direct, manage, and supervise employees.

Ability to establish and maintain effective working relationships.

Ability to communicate effectively both orally and in writing.

Ability to analyze laws, regulations, policies and other related documents.