



# ISABELLA COUNTY, MICHIGAN

<b>Position</b>	Operations Manager	<b>FLSA Status</b>	Exempt
<b>Department</b>	Central Dispatch	<b>Pay Grade</b>	Non-Union 13

## GENERAL SUMMARY

Under the direction of the Central Dispatch and Emergency Management Director, the Central Dispatch Operations Manager's essential function is to assist in the management and administration of the operations of the 911 center. This position is responsible for assisting with the supervision of central dispatch staff and oversight of the 911 center. Supports 911 emergency telephone system and centralized emergency dispatch center responsible for dispatching all police, fire, and ambulance services within the County. It serves as a technical liaison to public safety agencies and vendors to ensure departmental efficiencies. Assists with the scheduling, work assignments, and day-to-day dispatch operations. Ensures compliance with all dispatch regulations and policies. Assists with the development and training on the 911 center's scheduling, standard operating procedures, policies, emergency responses, mobile computer terminals, and other technology as needed. Assists with the selection and maintenance of all communications and other equipment and the coordination and integration of high technology systems, including telephone, computer, and radio interfaces. Acts for the Central Dispatch and Emergency Management Director in the absence of that individual.

## ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.*

- Assists with departmental activities and staff, including employee recruitment, selection and training assurance, conducting performance evaluations, taking disciplinary action, handling employee relations matters and creating and reviewing policy and procedure.
- Assists in creating and implementing technical communications plans for large and small scale emergencies, disaster and business continuity plans, procedures, and exercises for the 911 center. Tests plans on small and large-scale scenarios involving schools, emergency service personnel for the 911 center.
- At the Central Dispatch and Emergency Management Director's instruction, responsible for implementing the department's scheduling plan and/or software.
- Oversees quality assurance program and works with supervisors to evaluate departmental response to calls for emergency services.
- Assists with recommending the selection, operation and maintenance of communications and other equipment and is responsible for compliance with FCC regulations. Ensures that all equipment is properly operating and maintained according to maintenance agreements.

## **Position: Operations Manager**

- Assists with the creation and monitoring of the department budget. Monitors and maintains revenue and expenditures, reports on revenue and expenditure analysis, maintain federal and local grants, and follows established procurement policies and procedures.
- Prepares and delivers as assigned press releases and social media statements, educational materials, news articles & interviews, and public presentations.
- Assists with the supervision of 911 staff and supervisors and assists with dispatching when needed.
- Responsible for the processing of Freedom of Information Act (FOIA) requests.
- Assists with the coordination of local, state, and federal agencies during disasters and large-scale emergencies for the 911.
- Performs other duties as assigned.

### **MINIMUM ENTRANCE QUALIFICATIONS**

#### **Education and Experience**

- Associate's degree in a related field or equivalent.
- Five (5) to Seven (7) years of experience and/or including operation of computers, radio and telecommunications systems; demonstrated knowledge of police, fire and EMS operations.
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge and abilities.

#### **Licenses or Certifications**

- Valid Michigan Driver's License.

### **OTHER JOB REQUIREMENTS**

- Ability to respond 24 hours per day 7 days per week.

### **PREFERRED QUALIFICATIONS**

- Preferred Bachelor's degree in Criminal Justice, Public Safety Administration, Telecommunications, Emergency Management or a related field.
- Proof of supervisors training
- Emergency Numbering Professional Certificate
- Michigan LEIN Operators certificate
- Emergency Medical Dispatch certification

### **COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES**

#### **Knowledge of:**

- Federal Incident Command System.

**Position: Operations Manager**

- Principles and practices of personnel management.
- Departmental policies and procedures.
- Modern office equipment, procedures and applicable software packages.
- Radios, logging recorders and Computer Aided Dispatch System.
- Procurement policies and procedures.
- Federal and local grant opportunities.
- Principles and practices of budget preparation and monitoring.
- Emergency Warning Messages.

**Skill in:**

- Conflict resolution and problem solving.
- Organization, prioritization and time management.
- Operating applicable communications devices.
- Establishing and maintaining effective working relationships.
- Written and verbal communication.
- Troubleshooting.
- Creating workflow processes.
- Negotiation.
- Grant writing.
- Public speaking.

**WORK ENVIRONMENT/CONDITIONS**

*The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

<b>Work Environment</b>	<b>Seldom or Never</b>	<b>Sometimes or Occasionally</b>	<b>Frequently or Often</b>
Office or similar indoor environment			X
Outdoor environment		X	
Street environment (near moving traffic)		X	
Construction site		X	
Clinical health care environment	X		
In the community (homes, businesses, etc.)		X	

Warehouse environment		X	
Shop environment		X	
Detention center or correctional facility	X		
<b>Exposures</b>	<b>Seldom or Never</b>	<b>Sometimes or Occasionally</b>	<b>Frequently or Often</b>
Individuals who are unpleasant or unhappy			X
Individuals with known violent backgrounds		X	
Communicable diseases		X	
Bodily fluids (blood, urine, etc.)		X	
Infectious waste	X		
Extreme cold ( <i>below 32 degrees</i> )		X	
Extreme heat ( <i>above 100 degrees</i> )		X	
Moving mechanical parts	X		
Risk of electrical shock	X		
Vibration	X		
Fumes or airborne particles		X	
Toxic or caustic chemicals, substances waste		X	
Loud noises ( <i>85+ decibels</i> )		X	

**PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The position involves *heavy physical demands*, such as exerting up to 100 lbs. of force occasionally, and/or up to 50 lbs. of force frequently, and/or up to 20 lbs. of force constantly to move objects.

<b>Date created:</b>	10/28/2022
<b>Dates revised:</b>	