

CITY OF HELENA



Position Title: 911 Operations Manager

Department: Police

Division: Support Services

FLSA: Non-Exempt

Pay Grade: 147

Regular Full-time Regular Part-time Temporary/Seasonal On-Call

Hours worked per week: 40

Daily Shift: Typically M-F

Work Schedule: Su M T W Th Fr Sat

Incumbent Name: _____

The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Purpose:

The purpose of this position is to provide operational supervision for the Public Safety Communicators (PSC) and Lead Public Safety Communicators of the Helena – Lewis & Clark County Communications Center. This is a non-union position.

Essential Duties: *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

Duty 1: Provides supervision to PSCs and Lead PSCs in performance of their duties

50% Time

Essential Tasks:

- ▶ Supervises staff, oversees the activities and functions of the 9-1-1 Center and ensures PSCs comply with city, departmental, and center policies and procedures.
- ▶ Interprets and follows language outlined in the collective bargaining agreement (CBA).
- ▶ Provides direction and assists Lead PSC and PSCs in performance of daily duties.
- ▶ Coordinates, schedules, and documents training and professional development needs for probationary and non-probationary PSCs, which includes, but not limited to, CJIN/NCIC certification, Montana POST certification, CPR and Emergency Medical Dispatch certification.
- ▶ Responds to administrative inquiries and complaints and handles the first step of employee grievances in accordance with the CBA.
- ▶ Monitors the performance of all PSCs and completes performance evaluations. Makes recommendations and monitors personnel corrective action plans including discipline and termination as appropriate.

Duty 2: Maintains staff and recruitment for the communication center

25% Time

Essential Tasks:

- ▶ Maintains the schedule and coordinates with Lead PSCs to ensure that all shifts are adequately staffed for all planned, unplanned, rapidly evolving, or large-scale emergencies.
- ▶ Manages leave and overtime requests from all PSCs, including review, approval/denial, and submission of time sheets. Maintains process for shift bidding and scheduling in accordance with the CBA.
- ▶ Reviews time sheets and inputs data into the payroll system for all staff within the communication center.
- ▶ Participates in recruitment and selection process for PSC positions, working closely with the division commander to develop selection criteria and interview questions,

- ▶ Participates in hiring and promotional interviews, completes reference and background checks, and suggests hiring recommendations to the Chief of Police.

Duty 3: Maintains policy and procedure for the communication center

10% Time

Essential Tasks:

- ▶ In coordination with the 911 Program Manager develops, implements, and maintains standard operating procedures and policies.
- ▶ Determine the need for modification in policy and procedure and makes revisions.
- ▶ In symbiosis with the 911 Program Manager, develops a quality assurance program to evaluate all PSCs.
- ▶ Evaluates and reviews calls for service of all PSCs according to standard operating procedure, policy, and best practice.

Duty 4: Completes administrative duties essential to the operations of the communications center

15% Time

Essential Tasks:

- ▶ Works with the 911 Program Manager and division commander to develop and manage the yearly budget for the communications center.
- ▶ In conjunction with the 911 Program Manager oversees the communications training officer (CTO) program and suggests CTO program revisions and changes.
- ▶ Alongside the 911 Program Manager, develops and maintains plans to operate a fully functional 911 back-up center.
- ▶ Develops and sustains contingency plans for the center (phone reroutes, emergency generator, etc.) in the event of a local or regional emergency with the assistance of the 911 Program Manager.
- ▶ Alongside the 911 Program Manager, acts as a liaison between the police department and state representatives of the Public Safety Communications Bureau and the 911 Program Office.
- ▶ Represents the police department on the Local Emergency Planning Committee (LEPC). Participates in and acts as point-of- contact in tabletop and practical training exercises.
- ▶ Together with the 911 Program Manager manages and updates emergency notification systems county wide.
- ▶ Maintains an open line of communications with the public safety systems administrator and 911 Program Manager to address technology needs and concerns associated with the center.
- ▶ Works with the 911 Program Manager to ensure maintenance of the equipment in the communications center and the physical facility are addressed.

Essential Knowledge, Skills and Abilities Related to this Position:

Knowledge of:

- Principles of personnel management, professional staff development, and customer service in a public safety environment.
- Computer aided dispatch (CAD) including back-up and remote systems, digital and analog radio system, digital/analog paging system, and the phone system.
- Radio transmission procedures and basic FCC rules and regulations governing operation of radio systems.
- Standardized emergency and non-emergency dispatch rules, procedures, operations, and supervisory principles and practices.
- Auxiliary programs such as MFiles, OMNIXX, 3Si, RapidSOS, etc.

Skill or ability to:

- Perform all duties of a Lead PSC as outlined in the Lead PSC position description.
- Effectively communicate orally, in writing, in person, by telephone, radio, email, public forum, or media.
- Be highly organized and complete tasks and assignments on a specified schedule/deadline with little to no supervision.
- Effectively manage complex, rapidly developing, sustained, emergent situations.
- Ability to promote a diverse and respectful team environment and establish healthy working relationships with coworkers, supervisors, and diverse members from public safety agencies.
- Communicate changes in policy and procedure to PSCs.

- Work variable hours, overtime and rotating days off as required.
- Perform the basic tasks of the 911 Program Manager in their absence.
- Perform other duties as assigned.

Physical Demands:

The dispatch center has workstation consoles that each have numerous monitors and computers to include the radio and telephone systems. This can be a complex, multi-tasking environment where stress levels can quickly elevate. PSCs need to be able to hear, see, speak clearly, and use hands and fingers to input data quickly. Lead PSCs must operate radios and phones quickly and efficiently, and be able to physically access files. May be required to lift or move office chairs, boxes, or other office equipment.

Safety:

Performs all functions in the safest possible manner and according to policies and procedures. Report occupational injuries, illnesses and near misses immediately to their supervisor. Follow supervisor instructions for obtaining first aid and/or medical attention. Participate in accident investigations as requested by the supervisor. Participates fully with safety trainings and suggests improvements in safety training requirements to the supervisor. Identify unsafe work conditions and unsafe practices. Correct hazards and report them to the supervisor as appropriate.

Minimum Qualifications (Education, Experience and Training):

This position requires a minimum of high school graduation or equivalent, AND at least five years of PSC employment in an Emergency Communications Center (ECC). Three years of supervisory experience is preferred. The individual must be a certified communications training officer (CTO) and possess Advanced Public Safety Communicator certification through Montana Public Safety Officer Standards & Training (POST).

This position is subject to Pre-employment, Random, Reasonable Suspicion and Post-Incident Drug & Alcohol testing.

License or Certificate:

- Must possess a valid driver’s license with acceptable driving record at the time of hire and have the ability to obtain a valid MT driver’s license within six months of hire.
- Obtain CJIN/NCIC certification (State of Montana)
- Within one year of hire, obtain Supervisory Public Safety Communicator certification w/ Montana POST
- CPR certification (American Heart Association approved)
- Emergency Medical Dispatch certification (EMD)

Supervision Received:

Directly supervised by the Support Services Division commander.

Supervision Exercised:

Manages all PSCs and Lead PSCs for the communication center.

The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

After reading this job description, as of this date would you require any accommodation to perform these duties?

YES or NO

Employee’s Signature: _____

Date: _____

Supervisor’s Signature: _____

Date: _____