



## JOB DESCRIPTION

<b>Job Title:</b> Operations Manager	<b>Date Created:</b> 07/09/2018
<b>Department:</b> Operations	<b>Date Revised:</b> 11/11/2021
<b>Division:</b>	<b>Salary:</b> \$75,293.21 - \$105,410.49
<b>Grade:</b> 31	<b>FLSA:</b> Exempt

**Summary of Duties:** The Operations Manager oversees and manages the daily functions of the Operations Department for the North Texas Emergency Communications Center (NTECC). Demonstrates a strong leadership presence that promotes the NTECC mission, vision, and strategic plans. This position works with considerable independence under the general supervision of the Deputy Director and collaborates with NTECC personnel as well as customers.

### **Essential Job Functions:**

- Supervises assigned employees; prioritizes and assigns work; conducts performance evaluations to ensure staff are sufficiently trained; makes hiring, termination, and disciplinary recommendations.
- Facilitates employee relations, to include mediating workplace conflicts, advising and assisting in the resolution of grievances, preparing management responses, participating, and advising in employee performance management processes, participates in conducting internal investigations.
- Assesses daily activities of direct reports; reviews dispatch audio recordings; evaluates statistical reports; counsels and mentors assigned employees as needed.
- Monitors equipment and works with NTECC staff and vendors to resolve equipment failures.
- Contributes to the development of the annual budget.
- Participates in the development and review of policies, procedures, long and short-range plans and strategy guidelines for operations to ensure reliable emergency communications.
- Serves as a liaison between the NTECC and external partners on operational matters.
- Must be available to respond to critical issues during non-business hours.
- Acts as primary facilitator of the NTECC social media accounts.
- Supports the NTECC culture by assisting co-workers as needed with guidance and training.
- Supports the relationship between the NTECC and the public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and NTECC staff.
- Maintains high level of confidential and sensitive information in a discrete and professional manner.
- Maintains the integrity, professionalism, values, and goals of the NTECC by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.
- Punctual and regular attendance to work; able to work in a 24/7 work environment (weekends, holidays, inclement weather) and any shift (day or night).
- Performs other duties as assigned.

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. All listed qualifications, skills, knowledge, and abilities are considered essential and required.*

### **Knowledge and Skills:**

- Ability to supervise, direct and develop a diverse team and assigned personnel.
- Ability to address multiple demands simultaneously; prioritize work and responding to difficult situations under stress of time or circumstances; remain professional and operate effectively in high stress situations.

- Analyzing and interpreting statistical reports and utilizing the data to improve individual is and the NTECC's performance.
- Apply a high level of initiative, discretion, and judgment in accomplishing work.
- State and federal laws, regulations, and statutes governing dispatch for emergency services.

### **Minimum Qualifications:**

- Education: Bachelor's degree in Business, Public Administration, Communications, or related field.
- Experience: Five (5) years of progressively responsible experience in a public safety communications center which includes supervisory responsibilities.
- Knowledge of public safety strategies, practices and technologies.
- Must be at least 18 years of age.
- Must pass all applicable pre-employment screenings to include a drug screen.
- Communicate clearly and concisely both verbally and in writing.
- Must read, write, and speak English.
- A valid Texas Driver's License may be required or be able to obtain one within 90 days of employment.
- Must be able to pass FBI criminal background fingerprint check and comply with state and federal requirements for criminal justice information security standards.

*Any work-related experience resulting in acceptable proficiency levels in the above Minimum Qualifications is an acceptable substitute for the above specified education and experience requirements.*

### **License and Certification:**

- Position requires successful completion of all required certifications within (1) year and continuous education training for current license(s). Certifications include Texas Commission on Law Enforcement (TCOLE) Public Safety Telecommunicator License; NCIC/TCIC full access, CPR, IAED Emergency Medical Dispatch and IAED Emergency Fire Dispatch.
- Depending on the needs of the NTECC, additional licenses and certifications may be required.

### **Physical Demands and Working Environment:**

The work behaviors (including duties, responsibilities, function, and tasks) of the position are listed in the above job description and below. All listed qualifications, skills, knowledge, and abilities are considered essential and required.

Work performed is primarily an office classification in a call center/dispatch environment, although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to effectively communicate in person and over the telephone and radio. Positions in this classification occasionally (daily, weekly, or monthly) bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees may be required to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and minimal direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The position also requires meeting the essential requirements of the Physical Demands and Working Conditions, with or without reasonable accommodation. Work is performed in a fast paced, high volume call center environment; incumbents must remain alert and responsive while coordinating stressful situations in a fluid and dynamic work environment.

**The above statements are intended to describe the general nature and level of work being performed and are not intended to be an exhaustive list of all responsibilities, duties and skills which may be required.**

**NTECC 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. NTECC provides reasonable accommodation to its employees and the public with disabilities, including veterans. For more information, please contact NTECC.**