CLASS SPECIFICATION
Emergency Communications Operations Manager

FLSA Status: Exempt
Union Representation: Nonrepresented/Incumbents hired after January 4, 2008 are exempt from Civil Service (Ordinance 181459)

GENERAL PURPOSE

Under general direction, plans, manages and directs the operations and staff of the City's regional 911 emergency dispatch center; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An Emergency Communications Operations Manager is responsible for planning and managing the activities of the City's regional emergency and non-emergency police, fire and medical call taking and field unit dispatch center. The incumbent manages and directs the operations of the bureau and prepares bureau policy and procedure guidelines. The incumbent is expected to exercise considerable discretion in carrying out responsibilities independently and with awareness of emergency communications issues and sensitivities.

Emergency Communications Operations Manager is distinguished from the Emergency Communications Director in that the former class is responsible for managing the Operations Division of the Bureau of Emergency Communications and the latter class is the Director of the Bureau of Emergency Communications.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of the assigned supervisors and staff; with subordinate supervisors, develops, implements and monitors work plans to achieve bureau mission, goals and performance measures; directs the development of and monitors performance against the annual bureau budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.

2. Plans, organizes, directs and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; approves and modifies disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human

resources policies and labor contract agreements; represents the bureau in labor relations matters including labor/management committees, side bar agreements and labor contract negotiations.

3. Provides leadership and works with supervisors to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment; coordinates with bureau human resources staff to analyze and implement human resources and management policies and practices to increase employee retention and improve employee selection practices and employee/management relations.

4. Plans, organizes and directs the operations of bureau police, fire and emergency medical services call-taking and dispatch activities for various affiliated police, fire and emergency medical service agencies; plans, organizes and directs the activities of the bureau's multi-jurisdictional Public Safety Answering Point (PSAP); plans, organizes and directs bureau operations activities that support the Portland and Gresham/East County Emergency Operations Centers during pre-planning, simulation exercises and activations.

5. Develops, reviews and directs the implementation of polices and procedures for the bureau's operations division; directs the development of goals, objectives and policies for design, management and implementation of information systems or telecommunication systems; ensures plans are consistent with City, bureau and user agency plans and policies.

6. Conducts complex management, systems and technical studies and prepares recommendations and reports; conducts research and analyzes bureau operations in regards to public need including 911 trends, citizens and user agency complaints and observations; directs the investigation and resolution of complaints regarding system, technical or personnel issues; meets with various groups to explain bureau policies and procedures, evaluate public interests and concerns and negotiate solutions among conflicting interests.

7. Directs the bureau's training program and staff to identify training needs and establish training objectives and schedules; monitors and evaluates employee training; monitors developments in training programs and technology for addition or implementation into the bureau's training program.

OTHER DUTIES

1. Acts as the Bureau Director in that individual's absence.

2. Represents the bureau on management and technical committees and task forces that are focused on computer systems integration, planning and other topics relevant to bureau operations.

3. Attends conferences, conventions and other various meetings to stay up-to-date on state, regional and national trends in 911 technology, policies and procedures; writes and submits papers for presentation.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Theory, principles, practices techniques and technology in the field of emergency communications for a large public safety function.

2. Policies and procedures of various fire, police and emergency services user agencies as they pertain to emergency communications.

3. Federal, state and local laws applicable to areas of responsibility.

4. Principles and practices of public administration for budgeting, purchasing and maintenance of public records.

5. Research methods and analysis techniques.

6. Principles and practices of effective human resource management and supervision.

7. Effective community and public relations methods and practices.

8. City and bureau human resources policies, labor contract provisions and training requirements.

9. Principles and practices of sound business communication.

Ability to:

1. Manage and direct large, comprehensive emergency communications operations and personnel.

2. Manage and direct a diverse staff of technical and professional personnel.

3. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.

4. Organize, set priorities and exercise sound independent judgment within areas of responsibility.

5. Understand, interpret, apply and explain relevant city, state and federal laws.

6. Prepare clear, concise and comprehensive reports and other written materials.

7. Exercise sound expert, independent judgement within general policy guidelines.

8. Operate a computer and standard business software.

9. Present information clearly, logically and persuasively.

10. Communicate effectively both orally and in writing.

11. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.

12. Establish and maintain effective relationships with elected officials, all levels of City executives, members of other governmental agencies, community and business organizations, employees, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school; ten years of progressively responsible experience in emergency communications, at least five years of which was in a supervisory capacity; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02
Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002.
This class is composed of positions from the following class(es):
0929 BUREAU OPERATIONS MANAGER. Adopted: 07-01-92

Revised: 02-11-04 (Revised to include language to distinguish this class from the Assist Emergency Communications Operations Manager).
Revised: 11-09-05 (Documentation was submitted to reflect current organizational structure and duties.)

June 2009 - Change Job Class number from 7977 to 30000786, due to system change.