

CLASS SPECIFICATION
Assistant Emergency Communications Operations Manager

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general direction, plans, organizes, directs and integrates the daily operations of the Emergency Communication Division; supervises Emergency Communications Supervisors; manages special operational programs; serves as an advisor to the Emergency Communications Operations Manager on policy and technical issues; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Assistant Emergency Communications Operations Managers are responsible for supervising, through subordinate supervisors, emergency telecommunications work which involves taking and processing a high volume of 911 emergency calls for law enforcement, fire and medical assistance. Incumbents oversee the daily activities and work assignments of floor supervisors, ensure the operation's compliance with applicable laws and ordinances; design and implement, either directly or through subordinate supervisors, scheduling, training, evaluation and certification programs for emergency communications operators including performance standards, documentation systems, goals and timelines; and assist the Emergency Communications Operations Manager in developing and implementing bureau policies and procedures.

The Assistant Emergency Communications Operations Manager is distinguished from the Emergency Communications Operations Manager by its primary focus on internal operational issues rather than on long-term, developmental, and external policies and programs.

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. Supervises through subordinate supervisors day-to-day emergency dispatch operations; ensures bureau compliance with partner agency policies and procedures and federal, state and city laws and ordinances; determines methods for handling different types of calls; manages the investigation of complex complaints from citizens, partner agencies and bureau members; disseminates dispatch operations information to subordinate supervisors and staff.
2. Plans and evaluates the performance of subordinate supervisors and staff; regularly monitors performance and provides input for performance improvement and development; reviews and administers progressive disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City Charter, Code, human resources policies and labor contract provisions; investigates and resolves union grievances; investigates and resolves performance complaints from partner agencies and bureau employees; investigates and resolves personnel issues within the bureau.

3. Develops, implements and monitors staff work plans to achieve bureau mission, goals and performance measures; participates in developing and monitoring performance against the annual division budget; supervises, participates in developing, recommends and implements plans, policies, systems and procedures applicable to division responsibilities.
4. Administers emergency communication operations quality assurance (QA) and continuous quality improvement (CQI) programs to ensure bureau adherence to standard operating procedures and other guidelines and regulations and to ensure satisfaction of internal and external customers, including partner agencies and the general public; leads and prepares all data for QA and CQI programs that monitor, review and evaluate policies, procedures and performance in all areas of emergency call taking, dispatch and supervision; develops the process for a retrospective analysis of dispatched calls, utilizing audio tape, standard operating procedures and county, state and federal requirements; coordinates with partner agencies to assure involvement and participation in CQI and QA programs; designs and coordinates short- and long-term CQI studies regarding the effectiveness of policies and procedures as well as emergency communication operator compliance; evaluates data from a variety of sources and recommends policy changes and/or facilitates the implementation of training programs to increase performance in areas reviewed through the CQI process; provides feedback to partner agencies and officials when applicable or when requested on CQI issues.
5. Develops, implements, and manages through subordinate supervisors the attendance patterns of operations staff; monitors and reacts to changing usages of sick leave, unpaid time off, and overtime, both voluntary and forced; applies high level knowledge of FMLA and OFLA rules and regulation and the ability to manage progressive discipline effectively to stimulate changes in behavior.
6. Manages the bureau's response to issues of alleged negative workplace behavior; serves as the primary investigator or directs subordinate supervisors to investigate allegations of discrimination, workplace harassment, and/or workplace bullying incidents involving operations personnel.
7. Reads, analyzes and interprets relevant city, county, state and federal laws and regulations and assesses impact on program; implements program changes to ensure compliance.
8. Provides leadership and works with supervisors and staff to create a high performance, service-oriented work environment that supports 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.
9. Implements bureau goals and objectives; compiles and analyzes performance measures, overtime availability and employee certifications and recommends staffing shift assignments to meet bureau goals; analyzes existing policies and procedures to determine their effectiveness in meeting organizational objectives; provides suggestions and comments regarding improvements to bureau policies; performs research and recommends new bureau policies; prepares specialized reports.
10. Supervises and recommends revisions to multi-variant shift scheduling process to ensure minimum acceptable staffing levels on all shifts; interprets relevant city policies, charter and code provisions and state laws.
11. Acts as the liaison between the bureau and partner agencies and the public; mediates between police and fire user agencies to reach resolution; investigates partner agency complaints; interprets partner agency directives, policies, training bulletins, and general orders; modifies existing policies and procedures to meet immediate emergency services needs; provides 911 training sessions for various law enforcement agencies.

12. Manages the emergency preparedness program within the Bureau; networks with other emergency planning experts to keep current on latest developments in local, state and federal-level emergency planning activities and requirements.

OTHER DUTIES

1. Serves as the acting Operations Manager in the absence of the Operations Manager. Could serve as the acting Director in the absence of the Director and the Operations Manager.
2. Acts as the bureau's coordinator to the Multnomah County Emergency Medical Dispatch Committee and to the Police and Fire Dispatch Committees; disseminates information and policy or procedural changes to employees; evaluates bureau staff applications for various awards and approves or denies submissions; as requested, compiles data to research partner agency requests and bureau compliance.
3. Performs scheduling for operations; projects staffing requirements; prepares shift configurations that meet bureau needs and contractual guidelines; oversees semi-annual shift/vacation bids; translates new bid documents and prepares personnel transfer orders; prepares timesheets and master schedules; approves overtime, vacation and special time-off requests.
4. Assists with the preparation of police, fire and emergency medical dispatch testing; creates questions about various aspects of police, fire and emergency medical dispatch to ensure procedural knowledge; creates testing processes to ensure all employees are trained on new standard operating procedures.
5. Chairs, heads and participates as a representative for the bureau on various committees and project teams.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Theory, principles, practices techniques and technology in the field of emergency communications for a large public safety answering point and emergency services dispatch center at the management level.
2. Policies and procedures of various fire, police and emergency services partner agencies as they pertain to emergency communications.
3. Management principles and practices, including management of people and funds, knowledge of organizations and management theories and techniques, and principles and practices of public administration.
4. Theory and application of continuous quality improvement (CQI) in an emergency communications setting.
5. Principles and practices of conflict resolution to aid in the achievement of program objectives.
6. Federal, state and local laws applicable to areas of responsibility.

7. Research methods and data analysis techniques.
8. Effective community and public relations methods and practices.
9. City and bureau human resources policies, labor contract provisions and training requirements.
10. Principles and practices of sound business communication.
11. Principles and practices of effective supervision and performance management in a unionized public sector environment.

Ability to:

1. Supervise and direct a diverse staff of supervisory and technical personnel in a fast paced 24 hour, seven day operation.
2. Manage and implement activities and analysis associated with quality monitoring and improvement in an emergency communications setting.
3. Identify, recommend, and implement policy and procedural changes to achieve improvements in effective and timely response.
4. Lead supervisors and staff to respond effectively in extraordinary emergency situations.
5. Be available to supervisors and staff by pager during off duty hours to support response to emergent situations.
6. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
7. Lead, organize, set priorities and exercise sound independent judgment within areas of responsibility.
8. Understand, interpret, apply and explain relevant city, state and federal laws.
9. Conduct thorough investigations in response to allegations and complaints while adhering to established procedure; and summarize findings clearly and concisely.
10. Prepare clear, concise and comprehensive reports and other written materials.
11. Exercise sound independent judgment within general policy guidelines.
12. Present information clearly, logically and persuasively.
13. Communicate effectively both orally and in writing.
14. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.

15. Enforce strict adherence to legally mandated requirements governing the use of confidential information in a law enforcement setting.
16. Establish and maintain effective relationships with members of partner agencies, community and business organizations, employees, the public and others encountered in the course of work.
17. Manage and coordinate extensive resource pools of emergency services personnel and equipment under established policies and under continual pressure and scrutiny.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is at least five years of experience as an operations supervisor at a large metropolitan 911 dispatch center; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid state driver's license may be required for certain assignments.
State of Oregon emergency telecommunicator certification.

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: 02-04-04

June 2009 - Change Job Class number from 7978 to 30000787, due to system change.

Revised: 09-21-09 – Changed from single incumbent classification to a multiple incumbent classification, updated duties.