

## City of Portland

**CLASS SPECIFICATION****EMERGENCY COMMUNICATIONS OPERATIONS MANAGER****[CLASS CODE]****[ESTABLISHED DATE]****CLASSIFICATION SUMMARY**

Reports to the Director of the Bureau of Emergency Communications (BOEC). Under general direction, plans, manages, and directs the operations staff of the regional 911 emergency dispatch center. Classification is exempt from Civil Service.

Responsibilities include: leading the planning, implementation, monitoring, and reporting of emergency communications (EC) programs and activities; developing, implementing, and monitoring organizational policies and procedures to achieve Bureau mission, goals and objectives; providing staff with leadership, direction, and support; establishing staff performance requirements; mentoring for staff performance improvement; planning, organizing, and evaluating the performance of the unit; managing subordinate supervisors and other direct reports. Responsibilities are moderate in scope, allow for some discretion in carrying out the mission and goals of the organizational unit, and are evaluated in terms of overall program and cost effectiveness.

**DISTINGUISHING CHARACTERISTICS**

EC Operations Manager is a single-incumbent management-level classification.

EC Operations Manager is distinguished from EC Operations Supervisor II in that the former is responsible for the overall management of the organizational unit and the latter is responsible for overseeing internal operations.

EC Operations Manager is distinguished from the Manager series in that the former manages organizational units and positions that perform work specifically related to emergency communications dispatch operations and requires specialized knowledge and/or training.

**ESSENTIAL FUNCTIONS**

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties as assigned.

## General Duties:

1. Manage, lead, organize, control, integrate, and evaluate the work of the regional 911 emergency dispatch center; develop, implement, and evaluate strategic and tactical work plans, programs, projects, methods, and work products.
2. Plan, organize, and direct the operations of police, fire, and emergency medical services call intake and dispatch activities for affiliated agencies.
3. Develop and establish performance requirements and personal development targets for staff, regularly monitor performance and provide coaching for improvement and development; evaluate performance and complete annual performance reviews; recommend discipline as necessary.
4. Provide leadership to attract, develop, and retain diverse, highly competent, service-oriented staff that support the City's and Bureau's mission, objectives, and service expectations; create and promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society.

5. Assist in the development of Bureau strategies, policies, and initiatives to implement the strategic plan; administer policies, procedures, programs, goals, and objectives.
6. Oversee and manage Bureau training program; identify training needs; establish training objectives and schedules; monitor and evaluate training program.
7. Review and analyze relevant statutes, regulations, ordinances, and policies in terms of impact on the organizational unit and to ensure compliance.
8. Manage and direct the development, implementation, and evaluation of standards, work programs, plans, processes, systems, and procedures; investigate issues with organizational unit policies and procedures; recommend or approve recommendations to change City Code, policy, and regulations related to the unit; initiate relevant changes to operations.
9. Conduct complex management, systems, and technical studies regarding system issues, 911 call trends, and citizen and user agency complaints and observations; prepare and present recommendations to the Director and user agencies; manage and direct the investigation and resolution of complaints regarding system, technical, or personnel issues.
10. Work with subordinate supervisors and staff to implement improvements and efficiencies identified through working groups with Bureau/Office Managers, Directors and other executive-level staff.

### **SUPERVISION RECEIVED AND EXERCISED**

The work of this classification is performed under general direction and oversight by the Director of the Bureau of Emergency Communications.

Directly supervises a minimum of four (4) employees. Indirectly supervises staff assigned to subordinate supervisors.

### **KNOWLEDGE/SKILLS/ABILITIES REQUIRED**

1. Thorough knowledge of theory, principles, practices, techniques, and technology in the field of emergency communications for a large public safety emergency services dispatch center.
2. Knowledge of relevant statutes, regulations, and ordinances, and the ability to analyze, interpret, explain, and apply them.
3. Knowledge of emergency communication policies and procedures of fire, police, and emergency services partner agencies.
4. Knowledge of research methods and data analysis techniques.
5. Knowledge of principles of management, supervision, training, and performance evaluation.
6. Knowledge of the principles and practices of leadership, operational and strategic planning, current business communication, public administration, program evaluation, and budget preparation and administration.
7. Ability to manage emergency telecommunications work, specifically the processing of a high volume of 911 emergency calls for law enforcement, fire, and emergency response services.
8. Ability to communicate effectively, both verbally and in writing; present information, proposals, and recommendations clearly and persuasively in public settings.
9. Ability to establish and maintain effective working relationships with those contacted in the course of work; demonstrate tact, diplomacy, and patience, and gain cooperation through discussion and collaboration.
10. Ability to collaborate with communities of color and people traditionally underrepresented in local decision-making; facilitate inclusive participation in programs and activities; communicate cross-culturally.
11. Ability to manage a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.
12. Ability to utilize City-specific technology and general office software.

### **MINIMUM QUALIFICATIONS REQUIRED**

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

**Education/Training:** Associate's degree from an accredited college with course work in emergency communications, business administration, public administration, or a related field;

AND

**Experience:** Ten (10) years of progressively responsible experience managing emergency communications programs, activities, and personnel in a complex and diverse organization, including four (4) years in a supervisory role.

**Special Requirements and/or Qualifications:**

Oregon Department of Public Safety Standards and Training Certification in Telecommunications and/or Certification for Supervisors.

Law Enforcement Data Systems Certification or National Crime Information Center Certification.

**Preferred Qualifications:**

Bachelor's or advanced degree from an accredited college or university, or professional certification in emergency communications, business administration, public administration, or a related field.

A valid state driver's license.

Minimum Salary: xxxxx per [pay period, month, annual]

Maximum Salary: yyyyy per [pay period, month, annual]

Bargaining Unit: Non-represented

FLSA Status: Exempt

HISTORY

Revision Dates: