



Operations Division Manager

Classification: Program Manager III
Division: Operations
FSLA: Exempt

Reports to: CRESA Director
Direct Reports: Dispatch Supervisors & Training Coordinator
Salary Range: 831

This position manages the operations and personnel for the Agency's 9-1-1 Public Safety Dispatch Center and the Training & Accreditation program. Job responsibilities involve complex program management, budgeting, development and implementation. This position interprets, monitors, adjusts and implements policies and procedures; provides supervision and direction to subordinate personnel; works independently and uses considerable discretion; stays aware of emergency communications needs and of personnel and labor relations issues. Work is performed under general direction of CRESA's Director.

Essential Job Functions

Must be able to perform the following essential job functions with or without reasonable accommodation:

- Manage the full range of daily and long-term operational activities related to the Agency's 9-1-1 Public Safety Dispatch Center and Training & Accreditation program.
- Manage division supervisors and managers to ensure effective management and supervision of all personnel
- Establish and implement division and program missions, objectives, priorities and quality assurance
- Develop and implement policies, procedures, job assignments, staff authority and responsibility
- Oversee division personnel management and labor relations including staff selection, hiring, training, performance management, evaluation, and corrective action
- Establish and monitor division and program structure, staff assignments, budgets and resources
- Plan and manage resources including expenditure monitoring, budget preparation and management
- Participate as an integral member of CRESA's management team
- Prepare and present information including staff reports, requests for proposal, decision packages
- Recommend, develop and implement program and policy changes
- Respond to requests for information and advice regarding division systems and services
- Oversee the investigation and resolution of complaints and/or inquiries
- Oversee division and/or Agency projects from inception to completion
- Review and provide feedback on Agency wide processes development and implementation
- Provide information and assistance to other departments, outside agencies, and the public as necessary.
- Represent the Agency in forums such as negotiations, service relationships and public presentations
- Perform sensitive and confidential duties in the course of work or on behalf of the Agency Director
- Serve as acting Director in the Agency Director's absence, as assigned
- Identify and recommend improvements to program systems and procedures
- Attend conferences, conventions or other various meetings and trainings to stay up-to-date on trends in emergency services and technical services, policy and procedures
- Participate as needed during emergencies, including emergency operations center activations
- Develop and maintain excellent working relationships with all personnel, user agencies, the public, etc.
- Serve as CRESA liaison with user agencies, stakeholders and the community regarding dispatch operations
- Performs related duties as assigned.

Qualifications

- Four years of progressively responsible public safety communications program management experience, including program operations and personnel management.



- At least six years of direct public safety communications experience, spanning a broad variety of services, such as police, fire and medical dispatching and call taking.
- CRESA’s specific equipment and/or procedural expertise is not a pre-requisite, though an incumbent must demonstrate sufficient knowledge and understanding of CRESA’s operations to come up to speed quickly, understand staff responsibilities, and be an effective resource to staff persons who are technical and subject-matter experts.
- Bachelor’s degree in public safety, communications, public administration or a related field. A Master’s degree in a related field may substitute for some of the required experience. Additional responsible program management and operations experience may substitute on a year-for-year basis for the educational requirement.
- Successfully pass pre-employment reference and criminal history checks.
- Any combination of education and experience that provides an applicant with knowledge, skill and ability to successfully perform the job will be considered.

Knowledge of:

Public safety communications (police, fire and medical) principles, practices, techniques and technology
 Principles, practices and techniques for public sector organizations, including operations, budgeting, purchasing, management and public record maintenance
 Project management principles and practices, including research, analysis and development
 Relevant laws and regulations
 Relevant policies, procedures, contracts, accreditation and training requirements
 Effective community and public relations methods and practices
 Principles and practices of sound business communication and administrative technology

Ability to:

Manage and direct complex emergency communications operations and related personnel
 Manage and direct agency training, accreditation and quality assurance programs
 Define issues, analyze problems, evaluate alternatives and develop sound and recommendations
 Organize, set priorities and exercise sound independent judgment within areas of responsibility
 Understand, interpret, apply and explain relevant policies, procedures, laws and regulations
 Prepare clear, concise and comprehensive reports and materials
 Establish and maintain positive, proactive and professional working relationships at all levels
 Communicate effectively and present information clearly, logically and persuasively
 Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues
 Carry a cell phone and pager, work irregular hours or shifts to connect with all operations personnel, be ready and available to respond by phone or in person at all hours of the day

Physical / Sensory Requirement:

The following characteristics describe the most common ways this position’s essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

| Sight and Vision | Frequency | Criticality of Requirement |
|--|-----------|----------------------------|
| <ul style="list-style-type: none"> • <i>Close / Fine Visual Acuity.</i> Differentiate and comprehend visual effects of subtlety or precision. | Daily | Important |
| <ul style="list-style-type: none"> • <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance. | Daily | Important |
| Hearing | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> • <i>General / Broad Hearing.</i> Differentiate and comprehend: <ul style="list-style-type: none"> ○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the ‘normal range’ | Daily | Important |



Job Description

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|---|---------------------|-----------------------------------|
| <ul style="list-style-type: none"> Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the 'normal range' Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance. | Daily | Important |
| | Daily | Important |
| Speech | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture. | Hourly / Constantly | Very Important |
| Touch | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc. <i>Reach.</i> Stretch or extend hand, arm, foot, etc. away from body to touch or meet another object. <i>Grasp.</i> Seize and hold object with fingers, palm, arms. <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs. <i>Push / Pull.</i> Exert force to move objects towards or away self. Typical pressure doesn't exceed 20 lbs. | Hourly / Constantly | Very Important |
| | Hourly / Constantly | Very Important |
| | Daily | Important |
| | Weekly / Monthly | Slightly Important |
| | Weekly / Monthly | Slightly Important |
| Physical Coordination | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> <i>Sit.</i> Remain in seated position to accomplish work. <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work. <i>Walk.</i> Move about or travel on foot to accomplish work. <i>Drive.</i> Operate a motor vehicle to get oneself or others to and from various work locations. | Hourly / Constantly | Important |
| | Weekly / Monthly | Slightly Important |
| | Daily | Important |
| | Weekly / Monthly | Important |
| Working Memory | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> <i>Audio Memory.</i> Retain and retrieve information gained via audio sources. <i>Visual Memory.</i> Retain and retrieve information gained via visual sources. | Hourly / Constantly | Very Important |
| | Hourly / Constantly | Very Important |
| Comprehension | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> <i>Rapid Comprehension & Application.</i> Grasp meaning, nature, or importance of information, then quickly and correctly apply knowledge to work or situation. <i>Complex Comprehension & Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation. | Weekly / Monthly | Very Important |
| | Weekly / Monthly | Very Important |
| Environmental Working Conditions | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions. | -- | -- |
| Level of Physical Activity | Frequency | Criticality of Requirement |
| <ul style="list-style-type: none"> <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing are required only occasionally and all other sedentary criteria are met. | Hourly / Constantly | -- |