



METCOM 9-1-1

OPERATIONS SUPERVISOR

GENERAL STATEMENT OF DUTIES:

To plan, organize, evaluate, assign, direct work, and supervise the 9-1-1 Communication Center operations on an assigned shift; and to perform a variety of administrative and technical duties in support of the Director, the center and its user agencies; to set the example in performing the duties of a public employee. Perform a variety of routine and complex public safety work in the performance and administration of the day-to-day operations of the Communication Center and the supervisor of dispatch personnel.

This position requires the exercise of sound judgment in handling emergency situations and the ability to remain alert throughout an assigned shift.

SUPERVISION RECEIVED AND EXERCISED:

Works under the general direction of the Director and within established guidelines. Exercises direct supervision over communications personnel.

EXAMPLES OF DUTIES – Duties may include, but are not limited to the following:

Supervises Communication Specialists including assigning and reviewing work, evaluating performance, investigating performance, initiating and taking appropriate disciplinary actions as necessary, responsible for shift lead and center operation during designated hours and in the absence of the Director. Conducts independent investigations and/or makes effective recommendations to the Director regarding hiring, retention, discipline, and promotion, adjustment of grievance's, assignment and direction of work and training.

Recommend and assist in the implementation of goals and objectives of the center; establish schedules and methods of operation for the center; implement policies and procedures. Evaluate center operations and activities; recommend improvements and modifications; prepare various reports on operations and activities.

Acts on employee time off requests including vacation, sick leave and shift trades; makes staffing decisions including the authorization of overtime, callout of employees; shift scheduling and changes in previously scheduled work assignments.

MARION AREA MULTI-AGENCY EMERGENCY TELECOMMUNICATIONS

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Plans, assigns, directs, evaluates and supervises the work of staff involved in the daily operations of the center; maintains accurate time worked and leave taken records; determines training needs and makes recommendations; assists in the development and updating of training and orientation material; prepares and conducts Communication Specialist evaluations and progress reports. Taking and/or effectively recommending disciplinary actions where appropriate.

Serves as a Communication Specialist in emergency situations, and as required;

Receives frequent opportunities to demonstrate interpersonal skills associated with leadership, teamwork, active listening, problem solving and public relations.

Ability to work independent and with self motivation.

Monitors and evaluates center operations and activities during designated hours; recommends improvements and modifications; maintains required reports, forms, confidential logs and tape recordings; assures the accurate recording of information and calls received and dispatched; assists with the arranging of coverage in emergency or unpredictable leave scheduling; evaluates the need for and makes timely recommendations for site equipment repairs.

Participate in the center's budget preparation and administration.

Maintains appropriate records and databases and prepares reports related to agency operations and activities;

Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Remain calm in emergencies in order to make prompt, accurate and appropriate decision.

Ability to work various shifts as assigned and be available for on call status over 24-hour periods of time.

Performs related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Knowledge of applicable Federal, State and Local laws and ordinances pertaining to the operation and support of a public safety agency.

Knowledge of the principles of supervision, training and performance evaluations.

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Knowledge of office procedures, methods and equipment. Ability to plan, supervise and evaluate the work of assigned staff, both in emergency and non-emergency conditions; ability to make prompt, accurate and appropriate decisions; ability to recognize and resolve or reduce conflict; ability to clearly communicate verbally and in writing; ability to motivate and provide consistent clear expectations to subordinate staff and communicate staff requirements and ideas to management.

Knowledge of the function of organizational structure, communications chain of command and management philosophies and practices.

Knowledge of computer equipment, word and excel software programs, office procedures and methods.

Proper use of the English language, spelling, grammar and punctuation.

EDUCATION, EXPERIENCE, SPECIAL SKILLS REQUIRED:

Any equivalent combination of education, experience and training that provides the applicant with the required knowledge, skills and abilities required to perform the job.

Education: High School diploma or a GED equivalent.
Associates Degree Preferred.

Experience: Two years of increasingly responsible experience in communications and dispatch. Previous supervisory or lead worker experience is preferred. Supervisory experience may be substituted for dispatch experience with increased responsibility.

Ability to plan, coordinate and direct the activities of subordinate employees; communicate effectively both verbally and in writing; maintain records and databases; prepare clear and accurate reports; remain calm, and to think and act quickly while exercising good judgment; exercise good judgment and common sense in the application of established policies and procedures.

Proficiency in emergency call taking and dispatching including those work skills and examples of work contained in the agency job description for Communication Specialist.

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Special Skills or Requirements:

Knowledgeable and skilled using a PC working with Windows Software
Skilled with various types of computer programs including Word, Excel, Power Point,
Publisher and the Internet;

Supervisory and/or Lead Experience preferred

Must possess a valid Oregon Drivers License;

Ability to meet all DPSST Standards;

Certifications:

Possession or the ability to obtain within 18 months of appointment:

CPR / First Aid certification

EMD (Emergency Medical Dispatch) Certification

LEDS (Law Enforcement Data Systems) certification

Basic Telecommunicator [DPSST] Certification

DPSST Supervisory Certification within eighteen (18) months of
promotion.

Physical Demands:

The physical demands described here are representative of those that must be met by an
employee to successfully perform the essential functions of this position. Reasonable
accommodations may be made to enable individuals with disabilities to perform the
essential functions.

While performing the duties of this position, the employee is frequently required to sit,
talk or hear. The employee is occasionally required to stand, walk, use hands or fingers,
handle or operate objects, controls or tools listed above, reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds.

Special Requirements:

Visual and hearing acuity, physical mobility and digital dexterity sufficient to meet the
essential functions of communications equipment operation. No criminal history. Must
be able to work on weekends, holidays and various rotating day, evening and night work
schedules.

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Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet but has spikes depending on the activity within the center and various radio channels.

Selection Guidelines:

Formal application, rating of education and experience; oral interview and background investigation; psychological exam; drug screen; other job-related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the position change.

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