



## JOB DESCRIPTION

**Position:** Operations Manager  
**Reports to:** Deputy Director  
**FLSA Status:** Exempt  
**Last Updated:** March 22, 2023

**Core Values: Ethics, Professionalism, Encouragement, Innovation**

### **Position Summary:**

The Operations Manager is responsible for coordinating, planning, managing, and administering the Jeffcom Consolidated Emergency Communications Center operations section as assigned – Police Dispatch, Fire Dispatch, or Call-Taking – a variety of supervisory and administrative duties, and implementing policies and procedures necessary for the protection of life, health, safety, welfare, and property of persons. Works with other managers to ensure that emergency, non-emergency and administrative calls for service are answered quickly and appropriately and police, fire, and/or ambulance units are dispatched expeditiously 24 hours per day.

### **Supervision Received:**

Works under the general supervision of the Deputy Director.

### **Supervision Exercised:**

Supervises the Communications Supervisors.

### **Essential Duties, Functions and Responsibilities:**

*(The duties listed are intended only as illustrations of the various types of work that may be performed, and are in no way construed or perceived to be exhaustive. The employee may also be required to perform additional functions and duties as assigned.)*

- Plan, manage, organize and monitor the operation and maintenance of each section of the communications center (police dispatch, fire dispatch, call taking).
- Coordinate, plan and schedule staffing needs for each section. Work with supervisors to schedule appropriate staffing levels. Maintain daily attendance records, approve leave requests, and coordinate the scheduling of vacation.
- Provide direction to supervisors and specialists to ensure customer service, oversee staff duties, support supervisors and specialists in dealing with difficult matters or people, assign and schedule tasks for supervisors.
- Supervise and perform continuing evaluation of supervisors and other personnel; correct work deficiencies; recommend commendations and awards for superior performance; issue oral and written corrective actions; and recommend formal disciplinary actions to the Executive Director.
- Prepares and conducts timely and constructive performance appraisals.

- Coach, counsel and support staff to maximize efficiency and effectiveness. Consistently educate and advise on organizational rules, regulations, policies and procedures while demonstrating proper application of such at all times. Support creative thinking and problem solving and encourage participatory decision making when appropriate.
- Work with other managers to develop and implement goals, objectives, policies and priorities for the communications center.
- Provide advisory support and act as a liaison to committees, vendors, community partners, the public and regulatory agencies; build partnerships and coalitions.
- Attend and participate in professional group meetings and committees; stay abreast of new trends and innovations regarding communications center operations, call-taking and dispatch services; research emerging products and enhancements and their applicability to the communications center's needs; take advantage of professional growth opportunities.
- Monitor changes in regulations that may affect operations; implement policy and procedural changes after approval; adhere to applicable local, state, federal, or tribal statutes and codes as appropriate.
- Work as part of the management team to assist the Executive Director in preparing and administering the budget as it pertains to each section. Demonstrate fiscal responsibility and work within specified parameters as directed.
- Work as part of the management team to recommend for adoption, develop, review, update and implement policies, procedures, operating guidelines, technology and staffing that are current, applicable and sustainable.
- Develop and standardize procedures and methods to improve and continuously monitor the efficiency and effectiveness of programs, service delivery methods and procedures; assess and monitor workload and administrative support systems; identify opportunities for improvement and recommend them to the director.
- Develop staff work plans, measure and track progress towards goals; conduct and document timely and constructive performance feedback.
- Participate in processes for hiring, promotion, transfer and make recommendations for same.
- Assist call-takers, dispatchers and supervisors during critical incidents.
- Identify new hire and ongoing training and education needs for all levels of staffing and provide information to Training Coordinator for program development.
- Represent Jeffcom and participate in various industry meetings: Board of Working Advisors for Colorado Bureau of Investigation (CBI), inter-jurisdictional organizations; JCECA, PUC 911 Task Force, and at interoperability and communications meetings; ensure ongoing collaboration with neighboring

PSAPS (Public Safety Answering Points) to provide high quality public safety services; foster ongoing communication with emergency agencies within the Jefferson County Emergency Communications Authority, the Adams County Emergency Authority and other surrounding counties.

- Maintain or pull reports of call/dispatch statistics for Director and/or participating member agencies. Ensure that all reports, forms and other records necessary or appropriate for the efficient and effective operation of the Communication Center are prepared/generated, filed and maintained in accordance with all federal, state and local laws, regulations, codes, and standards
- Meet regularly with communications center personnel to inform and advise and gather feedback from employees.
- Act as Jeffcom liaison for regional systems – Code Red, SWAT call-outs, etc. – in order to contribute to the success of the system for all parties
- Maintain confidentiality of all information regarded as protected by agency policy and local, state, and federal law including information obtained through protected databases including CJIS, records management systems, and the 911 system, information contained in calls for service, and personnel information
- Represent Jeffcom and self in a professional manner at all times
- Work cooperatively with vendors, emergency responders, members and user agencies and co-workers.
- Remain calm and effective during emergencies, even during heavy workloads, exercise good judgment, prioritize emergent and non-emergent situations accurately, and obtain and act on information quickly and accurately.
- Make presentations to public groups, local government representatives, management, and boards.
- Perform multiple tasks simultaneously while remaining detail oriented.
- Investigate and analyze information/data and draw accurate conclusions.
- Read, write, speak, and understand the English language at a level adequate to perform the duties of the position.
- Work in excess of 40 hours in a work week, as required, including evenings, holidays, and weekends, including being on call, as needed to maintain 24-hour coverage of the emergency communications center in times of severe personnel shortages and disaster.
- Perform all other duties as assigned.

**Minimum Education, Experience, License and Certification Requirements:**

- Working knowledge and operational understanding of emergency communications systems (hardware and software) including computerized 911

phone system, voice logging recorder, CCIC/NCIC, MSAG 911, CAD (Computer Aided Dispatch) systems, radio systems (hardware and software), GIS (Geographic Information Systems) and applications in CAD, records management system, alarm monitoring systems, and EMD (Emergency Medical Dispatch), EFD (Emergency Fire Dispatch) and EPD (Emergency Police Dispatch) protocols.

- Possess high school diploma or G.E.D.
- Bachelor's Degree preferred.
- Minimum of five (5) years' experience required as an emergency dispatcher or a combination of experience and training that would provide the required knowledge skills and abilities
- Four (4) years' managerial experience preferred.
- Preference given to those who have achieved a communications center manager certification such as that offered through NENA's CMCP course of Priority IAED CMC course. Preference given to those who have worked in a consolidated center.
- In depth knowledge of federal, state and local procedures, standards and regulatory requirements regarding a PSAP (Public Safety Answering Point).
- Ability to obtain CCIC/NCIC certification within six (6) months of hire. This includes being able to pass a background check. Ability to remain drug and alcohol free; marijuana use is not allowed, even if medically prescribed.
- Possess and maintain a valid Colorado driver's license and acceptable driving record.
- Possess and maintain valid certifications for positions supervised.

### **Required Knowledge, Skills and Abilities**

- Knowledge of personnel management principles and methods, including but not limited to supervision, leadership, motivation, coaching, establishing goals, conflict resolution, team building, delegation, record keeping and effective communications.
- Ability to understand training needs and approaches to accomplish training goals.
- Ability to be organized, manage resources, plan strategically, and manage projects.
- Understanding of budget preparation and processes.
- Ability to communicate with others and to assimilate and understand information in a manner consistent with the essential job functions.
- Ability to make sound decisions in a manner consistent with the essential job functions.

- Ability to investigate and analyze information/data and draw accurate conclusions.
- Possess records systems management skills.
- Knowledge of public safety communication center operations, services and activities.
- Knowledge of federal copyright laws as they pertain to the use of computer software.
- Proficiency with standard office equipment, including computer and network systems, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, email,
- Knowledge of contract negotiations and existing agreements.
- Knowledge of jurisdiction including demographics, response agency leadership, geography, local politics, and culture.
- Possess excellent oral and written communication skills as well as business math and basic accounting.
- Ability to read, write, speak, and understand the English language at a level adequate to perform the duties of the position.
- Knowledge of liability issues and ethical concerns related to training, supervision, and overall agency operations.
- Knowledge of comprehension and application of diversity awareness and an active commitment to ensure equality.
- Knowledge of professional standards relating to public safety communications as well as those standards for response agencies that are relevant.

### **Physical Demands:**

#### **Lifting and Carrying:**

Position requires ability to frequently lift/move objects of up to 10 pounds in weight, and occasionally lift/move objects of up to 25 pounds in weight.

#### **Body Positions:**

This position will involve sedentary, administrative work in an office environment. This position requires ability to sit for extended periods, and frequent pushing, pulling, pinching, gripping, reaching over head, reaching away from body, and repetitive motions. Standing, walking, kneeling, stooping, bending, lifting, and squatting also will be required as necessary to perform the duties of the position.

#### **Vision and Hearing:**

Use of sensory activities, such as talking, seeing, and hearing, will be required frequently. Position requires close vision and the ability to adjust focus.

## **Mental Requirements:**

### **Information Retention:**

Must be able to read, remember and use policies, procedures, criminal laws and ordinances that apply to the position.

### **Language Ability:**

Must be able to speak English clearly and concisely to communicate with callers, emergency responders, and co-workers.

### **Reasoning:**

Ability to apply common sense understanding to carry out instructions furnished in written or oral form and to solve problems with good judgment and decision-making skills.

## **Work Environment and General Information:**

Work in a restricted access area, typical office environment with other staff speaking on phones and radios in communications center. Work involves supervising and supporting staff with heavy volume and demand (emergency and non-emergency), personnel shortages, position confinement and emergency crises. Contact with citizens, employees and emergency responders of other public jurisdictions, members of management across Jeffcom, and members of private industry.


## **ADA Compliance Statement:**

The human resources goal of Jeffcom is to select and retain the best qualified applicant for each available job. An applicant's or employee's disability will not remove the application from consideration or current employee from his/her job if the applicant or employee is able to perform the essential functions of the job with or without reasonable accommodation unless such accommodation will result in undue hardship for Jeffcom or pose a safety risk to the applicant, employee, or others.

Jeffcom complies with the American with Disabilities Act. If you require special accommodation in order to apply for this position, please contact the Human Resources.

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 job change.

  
Executive Director      3-28-2023  
Date

  
Human Resources      3/28/2023  
Date

## Employee Acknowledgment

I have read this job description (or had it read to me) and fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department, and if so I will be required to perform such additional duties and responsibilities. If I have questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the HR Manager.

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Employee Signature

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Print Name

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Date