



METCOM 9-1-1 – Operations Supervisor

Date Updated: April 1, 2021

Position Title: Operations Supervisor

Supervisor: Executive Director

Supervision Exercised: Lead Dispatchers, Communication Specialists, Call Takers, Trainees, Other staff as assigned

FLSA Status: Exempt

Union Representation: Non Represented

Position Overview: Under the supervision of the Executive Director, the Operations Supervisor will provide direct supervision over the Communications Center staff to ensure adherence to Agency Policies, Procedures and Quality Assurance Standards. Demonstrate abilities in planning, organizing, staffing, directing and managing projects and activities of the Agency. Recommend and assist in the implementation of Agency goals and objectives. The Operations Supervisor will comply with covered employees Collective Bargaining Agreement, agency policy and all applicable laws and standards. The Operation Supervisor(s) will work with all members of the Administrative Team to assume the duties and responsibilities of the Executive Director in their absence and supports the Administrative Services Manager in their absence.

Working Environment: Work performed at METCOM offices, travels as necessary for meetings, training and other responsibilities.

Qualifications:

- No Criminal History as required by Certified Positions with DPSST and agency policy and subject to ongoing checks as requested by the Director
- Valid Driver's License and Proof of Vehicle Insurance
- Education – High School graduate or equivalent
- Experience - Three (3) years' experience with similar responsibilities and training that would likely provide required knowledge, skills, and abilities, preferably with a multi-user agency
- Substantial experience, knowledge and understanding of the operations, facilities and systems necessary for the delivery of public safety emergency and non-emergency communication services
- Demonstrate knowledge of public safety communications methods and practices, including dispatching, radios, multi-line telephone systems, computer technology, terminology and procedures used by police, fire and emergency medical services
- Ability to effectively manage and direct employees

- Ability to learn and implement the policies, practices and procedures of the Agency and make independent decisions and solve problems pertaining to areas of responsibility
- Ability to make quick, sound decisions under stressful situations
- Ability to effectively use oral and written English communication in the performance of duties and responsibilities
- Ability to use various computer programs, Microsoft excel, Word and other business related programs and a variety of other office equipment
- Demonstrate good organizational skills and be detail oriented
- Must be proficient in typing and filing
- Maintain familiarity and qualification to work as a Communications Specialist when necessary. Must hold, or have the ability to obtain within 18 months, DPSST Basic Telecommunicator and Basic EMD Certificates
- Obtain within 24 months, DPSST Supervisory Certification
- Ability to comply with all CJIS requirements
- Ability to obtain and remain current with LEDS/NCIC/DMV

Distinguished Characteristics of Position:

METCOM is an Emergency Communications Center (ECC) for multiple public safety agencies. METCOM provides 24-hour primary answering and dispatch for law enforcement, fire and emergency medical services through an enhanced 9-1-1 computer system.

The Operations Supervisor performs supervisory, administrative and technical duties to ensure the center's efficient operation and to maintain compliance with established policies and procedures along with federal and local laws, rules and regulations. The work requires the handling of sensitive and confidential information; considerable contact with elected officials and the public; and an extensive knowledge of the Agency's operations. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and must be fully aware of the operating procedures and policies within the work unit.

The Operations Supervisor is required to be available to work rotating days and shifts, work weekends, holidays, overtime as assigned, and work shifts that maybe be extend beyond a 12-hour shift, on employees regular scheduled day off and/or over a 40-hour workweek. Employees may be subject to "call back" on short notice. Dependable and predictable attendance is required. Must be available for "on call" status based on rotation with co-supervisor(s).

Essential Job Functions:

Physical

- Must be physically able to perform duties and meet the physical requirements for certification held

- Must be able to operate necessary equipment which may include the need to lift, push, or otherwise move objects up to 30 pounds
- Visual and hearing acuity as required by DPSST
- Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; dialing, walking, reaching, standing, talking

Mental

- Ability to remain calm in a stressful environment of crises & emergency events
- Ability to provide clear explanations of ideas, projects, duties, and timelines to staff, agency representatives, decision makers, and the public
- Ability to plan and coordinate large-scale projects and delegate work as appropriate and necessary
- Ability to work with callers and all METCOM staff dealing with traumatic events

Job Duty Outline:

Duties may include but are not limited to the following:

1. Supervises call answering and emergency dispatch services; resolves policy and procedure questions; ensures facility and equipment meet safety requirements; performs dispatch functions in emergency situations or as required to fulfill minimum staffing requirements.
2. Develops, recommends and implements programs, policies and procedures; maintains and coordinates specialized programs and related records and paperwork such as shift scheduling, recruitment coordination and testing process, new employee orientation, resource/data management, quality assurance, training and employee development, budget coordination, public safety training events and information technology; delivers public awareness and educational presentations to schools, community and other interested groups.
3. Maintains and assures accuracy of complex records, recordings, reports and maps; receives and processes recordings and information requests from attorneys, government agencies, media and citizens; revises and designs forms; appears in court to authenticate recordings when subpoenaed.
4. Trains, assigns, evaluates, disciplines and motivates assigned agency personnel; prepares and delivers performance evaluations; conducts internal investigations; recommends hiring and termination decisions; assists on-the-job training coaches with new employee instruction and evaluation; may perform coaching functions; sets schedule; authorizes time off and posts vacancies in the schedule for overtime sign up; initiate call back or shift replacement to fulfill minimum staffing requirements; participates as a member of the management bargaining team and administers agencies labor contract; resolves employee grievances at first step; conducts staff meetings coordinated with other Operation Supervisor(s); calculates and reports monthly and yearly statistics; programs and maintains the Agency's CAD file maintenance program.
5. Receives, investigates and responds to complaints and inquiries from user agencies and the public regarding dispatch services and dispatcher performance; explains policies and

procedures; troubleshoots and resolves technical and operational issues with user agencies; monitors notification of user and outside agencies to respond to non-emergency requests.

6. Monitors and documents performance of CAD system and other in house electronic and mechanical systems and specialized communications information technology equipment and recommends improvements and upgrades; diagnoses, troubleshoots, corrects and requests repair services for equipment problems; researches and recommends vendor/product purchase; conducts requests for information/proposal process.
7. Develops, promotes and maintains cooperative relationships with communications center staff, user agencies and other agencies; recommend personnel for awards and recognition; provides guidance, assistance and resolution on technical, operational and program issues; participates and represents agency in regional and state organizations, commissions, task forces and technical groups; seeks and participates in personal development opportunities above requirement minimum training requirements.

Necessary Special Requirements:

- Ability to work with a high degree of accuracy and attention to detail during high stress events
- Willingness to conform to quality control of work and accept feedback
- Positive and supportive attitude with people of all backgrounds and abilities
- Ability to pass a background check
- Commitment to comply with confidentiality requirements and public safety policies as required by the agency
- Dependable and predictable attendance is required
- Once obtained, maintain Oregon DPSST certification

Dress Code: Business Casual

Monthly Wage Scale:

Outlined in Operations Supervisor Wage Matrix