

## **Operations Manager**

### ***The Charlottesville-UVA-Albemarle County Emergency Communications Center (ECC)***

Full-Time, 12 months

Exempt, Paygrade 18

Benefits-Eligible

## **THE CHARLOTTESVILLE-UVA-ALBEMARLE COUNTY EMERGENCY COMMUNICATIONS CENTER (ECC)**

The Emergency Communications Center (ECC) provides all emergency communications services for Albemarle County, the City of Charlottesville, and the University of Virginia. The ECC receives all 9-1-1 calls in the area and serves as the central dispatch for the three local police departments, three rescue squads and fire calls. The ECC is a nationally recognized center, having earned CALEA Accreditation as well as being designated as an APCO National Certified Training Program and Virginia Accredited Emergency Medical Dispatch Communications Center.

### ***The Operations Manager***

Under the general supervision of the Deputy Director of Operations, the Operations Manager is responsible for day-to-day management of the Communications Supervisors and their staff. Supervisory duties include the ability to implement a variety of skills and techniques used to motivate subordinates. The incumbent is expected to demonstrate high standards of knowledge and competence which sets an example for subordinates.

Through performance appraisal, the operations manager informs subordinates (Communications Supervisors) and management of employee progress. As required, the Operations Manager will oversee the work performed by subordinates. May be called upon to assume command of a division or the agency in absence of the Deputy Director.

## **THE EXPECTATIONS**

Essential functions and responsibilities of **Public Safety Communications Officer** include, but are not limited to, the following:

- Supervises the day-to-day operations of the Communications Supervisors and their staff.
- Monitors the performance of all probationary communication officers for the duration of their probationary period (up to 1 year).
- Prepares reports for submission to the Deputy Director of Operations regarding the development and status of probationary communications officers.
- Conducts monthly meetings with Communications Supervisors to review performance, opportunities for improvement, and progress toward professional goals.
- Evaluates and determines if the probationary communications officer's performance is sufficiently competent to advance through each phase of their communications training.
- Evaluates and recommends if a probationary communications officer will be retained, recycled, or terminated from employment at the completion of their communications training program.
- Conducts panel interviews for the hiring of new Public Safety Communications Officer.
- Develops and presents education programs to the public as directed.
- Investigates citizen or departmental complaints as directed.
- Prepares plans and work schedules as directed.
- Organizes and attends liaison meetings with various Public Safety agencies
- Prepares and provides midyear and annual evaluations for the Communications Supervisors.
- Investigates complaints against communications staff and report findings with recommendations to the Director.

- Performs as ECC Command at the Unified Operations Center for home UVA Football games and other large UVA events.
- Conducts shift meetings with each responsible platoon to provide updates and gather information.
- Conduct quarterly one on one meetings with all members of responsible platoons.
- Develops strategies to mitigate staffing shortages or provide additional staffing for special events.
- Acts as backup to Deputy Director of Operations in their absence.
- Performs ED-Q functions to evaluate performance of Supervisors with ProQA protocols.
- Evaluates ProQA statistics and works with Training division to develop continuing education to strengthen recognized deficiencies.
- Represents ECC at regional or partner agency training and tabletop exercises.
- Performs duties of a communications officer to fill staffing shortages or to upstaff operations during major events or significant weather events.
- Serves as the Chair of a DRC sub-committee and/or workgroup
- Prepares operational memos to ECC co-workers about policy updates and new work processes
- Assists in review and update of operational policy and procedures.
- Performs other related duties as required.

## **THE QUALIFICATIONS**

### ***Education and Experience***

Any combination of experience and education equivalent to graduation from an accredited, four year college or university with a bachelors degree and at least five years of experience in emergency telecommunications in a public safety setting.

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

Ability to skillfully use telecommunications equipment; ability to present ideas clearly both verbally and in writing; ability to provide constructive criticism and praise; ability to accept criticism and feedback; ability to conceptualize performance management and quality improvement programs and goals; ability to prepare correspondence, operating procedures and manuals; comprehensive knowledge of the principles of supervision and personnel management; ability to analyze emergency situations objectively and make sound decisions; ability to plan and organize response to complex emergencies; ability to maintain good working relationships with center employees, other public agencies, the media, and the general public; thorough knowledge of the geography, road systems, and landmarks in the County of Albemarle, City of Charlottesville and the University of Virginia; general knowledge of the geography, road systems, and landmarks of surrounding counties within the emergency medical response area; knowledge of community resources that may be used in emergency situations; ability to be courteous, speak distinctly, and perform multiple tasks simultaneously; ability to type and use a computer; ability to obtain and maintain Virginia Criminal Information Network/National Crime Information Center, Cardio Pulmonary Resuscitation, Emergency Medical Dispatch, and Virginia State Instructor certifications.

## **THE PHYSICAL CONDITIONS AND NATURE OF WORK CONTACTS**

Duties are normally performed in a public safety emergency communications center setting, under frequently stressful and emotionally challenging conditions, primarily sitting or standing for extended periods of time at a telecommunications console position utilizing radio, telephone, and computer equipment. Hours of operation are 24 hours a day, 365 days a year. The employee is primarily scheduled for shift work hours which normally are 2–3-day periods consisting of 12-hour shifts. Work periods may have permanent or rotating days off, frequently requiring the employee to work holidays, evenings, or nights. The employee in this position is considered essential personnel and

falls under Albemarle County AP-4 and in addition, is subject to working overtime, being held over, or called back for disasters, local emergencies, or special events. Frequent contact with the public, police, sheriff, security, fire, emergency medical service and mental health providers is necessary. Occasional contact with other federal, state and local government agencies is required. These contacts may require considerable skill in diplomacy, tact, or discretion., tact or discretion.

### **THE SALARY RANGE**

The hiring range for this position is \$60,164 - \$79,116 per year. Starting offer is based on applicable education beyond minimum requirements and internal equity. The position also provides excellent benefits including 12 paid holidays, paid vacation and sick leave, health insurance options with employer contribution, employer-paid life insurance, VRS retirement, and continuing education/training opportunities. This is a full time, FLSA exempt position. *Internal candidates will receive pay adjustments in accordance with Local Government Personnel Policy, §P-60.*

**Deadline for applications:** Position open until Monday, November 7, 2022.

### **Virginia Values Veterans**

Albemarle County is a Certified V3 organization.

### **EOE/EEO**

Albemarle County is an equal employment opportunity employer, and does not discriminate against any group or individual on the basis of race, color, religion, sex, sexual orientation, national origin, age or disability in regards to any aspect of employment policy and practice: recruitment, testing, selection, assignment, pay, conditions of work, training, leave, overtime, promotion, discipline, demotion, and separation.