

Wood County Position Description

Name:		Department:	Communications
Position Title:	Communications Center Manager	Pay Grade:	9 FLSA: E
Date:	September 2005	Reports To:	Emergency Management Committee

Purpose of Position

This position is responsible for the short and long term planning, budgeting, organization, direction, and staffing of the Wood County Communications Center to insure that public safety is protected in the most efficient manner and that the needs of the Center's customers are met.

Key Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Manages daily operations of the Center to insure that public safety is protected in the most efficient manner.
- Supervise Communications employees and staffing.
- Develops necessary policies and procedures as appropriate and insures that implementation is successful.
- Ensures coordination of Center staffing and assignment of duties.
- Insures that appropriate training is successfully completed.
- Participates in the Center short and long-range planning including equipment structure, purchases and maintenance.
- Meets with users of the Center's services on a regular basis to determine their needs and to develop plans to meet those needs.
- Define, develop and implement changes as appropriate to improve the efficiency of the Center's operations and delivery of services.
- Compiles the annual budget and ensures that the Center operates within the budget. Authorizes voucher payments and purchase requisitions. Codes all invoices for general ledger. Monitors expenditures throughout the year. Recommends line item transfers
- Manages personnel processes and functions including hiring, promotion, disciplinary process, internal investigations, workers compensation and monitors all productivity/performance of Center employees.
- Act as liaison with user groups.

- Advises on contract negotiations between County and bargaining units.

Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

- Receives and responds to citizen inquiries and complaints regarding Center.

Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's Degree in Criminal Justice, Public Administration or related field or an Associate Degree with at least six (6) years progressively responsible emergency communications or services experience. *In lieu of a Bachelors or Associate Degree eight (8) years experience in direct management of dispatch/communications services and staff will be accepted.*

Physical and Mental Abilities Required to Perform Essential Job Functions

Language, Mathematical, Analytic Ability and Interpersonal Communications

Ability to decide the time, place and sequence of major plans and operations within an organizational framework, and to oversee their execution. Ability to analyze and categorize data and information using established criteria, to determine consequences and identify and select alternatives in normal office and an emergency setting.

Ability to manage and direct a group of workers, including the ability to counsel, mediate, persuade, convince and train others. Ability to advise and interpret the application of Department policies, procedures and standards to specific situations.

Ability to read, correctly interpret and write policies, procedures and directives related to the duties. Ability to communicate effectively, both orally and in writing and to perform public speaking.

Must be able to perform routine math functions to a high school level, including but not limited to the ability to calculate percentages, fractions, decimals, volumes, ratios, present values and spatial relationships. Ability to interpret basic descriptive statistical reports.

Physical Requirements

Ability to operate computers and communications terminals. Ability to coordinate eyes, hands, feet and limbs in performing movements requiring skill and training.

Ability to recognize and identify similarities or differences between characteristics of colors, shapes, and sounds associated with job-related tasks.

Ability to exert very moderate physical effort in sedentary to light work, typically involving some combination of stooping, kneeling, crouching and crawling, lifting, carrying, pushing and pulling. Ability to sit or stand for up to eight (8) hours with minimal breaks.

Environmental Adaptability

Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as variations or extremes in temperature and irate individuals is minimal and may cause discomfort and poses a limited risk of injury.

Wood County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee's Signature

Supervisor's Signature

Date

Date

Reviewed and approved by the Human
Resources Department

Date