

OPERATIONS MANAGER

JOB SUMMARY

Working under the direction of the Executive Director, performs highly responsible and complex professional administrative work and plans, directs, manages, and oversees the functions, programs and operations of the Operations Department and Communications Center and performs other related duties as assigned.

MAJOR DUTIES

The duties listed below 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 class.

- Plans, organizes, directs and coordinates the work of Communications Supervisors and Communications Operators in their role of providing computer-aided public safety and fire dispatching services for member and contract agencies in the Communications Center.
- Administers Authority policies and programs and recommends changes to the Executive Director.
- Confers with the Administrative Services Manager on training issues and the recruitment and selection of personnel to staff the Communications Center.
- Manages the computer aided dispatch (CAD) system for the Communications Center.
- Confers with consultants, outside agencies and the Administrative Services Manager regarding radio, frequency and technical issues;
- Assures the maintenance of minimum staffing levels on all shifts throughout the year;
- Keeps abreast of developments in the field of public safety communications;
- Represents the Authority with various regional bodies, including the Los Angeles County 9-1-1 Public Safety Answering Point (PSAP) group, and alternate PSAP locations.
- Assists in the development of procedure manuals and the rules and regulations governing the Authority's operations.
- Manages customer premise equipment (CPE) telephone equipment upgrades through the California State 9-1-1 Office;
- Evaluates Communications Supervisors;
- Serves as the Agency CLETS Coordinator (ACC) for the Authority;
- Serves as a member of the Authority's negotiating team during meet and confer sessions with employee organizations.
- Identifies problems, conducts research, analyzes data, and makes recommendations on a variety of administrative and operational issues.
- Develops and administers the departmental budget.
- Evaluates plans, policies, systems, and procedures to achieve departmental goals and work plans.
- Plans and evaluates the performance of assigned staff, establishing performance requirements and personal development targets.
- Monitors performance and provides coaching for performance improvement.
- Plans, directs, manages, and oversees the functions, programs and operations of the Operations Department, including supervising consultants on various projects as required.

- Serves as a liaison between the Authority and user agency police and fire officials concerning the installation, maintenance, and repair of communications and public safety equipment.
- Attends various committee and community meetings as assigned by the Executive Director.
- Prepares written reports, memoranda, letters, resolutions, policies and instructional material.
- Develops, implements and administers management projects and programs.
- Serves as the Authority's public information officer.
- May serve as Acting Executive Director during times when the Executive Director is on leave or otherwise unavailable.
- Provides excellent customer service.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION:

- A bachelor's degree from an accredited college or university in public or business administration or a closely related field. A master's degree is desirable.

EXPERIENCE:

- Five years of experience working in a public safety dispatching environment, at least two years of which was as a Communications Supervisor for the Authority.

LICENSES:

- Possession of a valid California driver's license.

KNOWLEDGE, SKILLS, AND ABILITIES

KNOWLEDGE OF:

- Principles and practices of public and business administration.
- Supervisory principles, practices and techniques.
- Authority policies and procedures.
- Applicable federal, state and local laws and regulations.
- Pertinent laws governing human resources management, including the Fair Labor Standards Act, OSHA, CalPERS retirement system administration, benefits administration, workers' compensation administration, grievance procedures, disciplinary measures and labor negotiations.

SKILL IN:

- Using a personal computer and applicable software applications, including word processing, spreadsheets, and presentation software.
- Reading, writing and communicating at an appropriate level.

ABILITY TO:

- Effectively handle confidential matters.
- Plan, assign, coordinate and direct work of a large staff in a demanding, stressful, twenty-four hour operation.
- Organize a large body of work to meet established deadlines.
- Develop and implement programs, goals, objectives, policies and procedures.
- Interpret and apply relevant laws, codes, and regulations.
- Evaluate existing programs, policies and procedures and direct the development of improvements for efficient and effective operation.
- Coordinate administrative and other services and functions with outside agencies.
- Think clearly under stress and respond quickly and accurately.
- Prepare analytical and financial reports.
- Prepare and deliver effective public presentations.
- Communicate effectively both orally and in writing, to a broad spectrum of people ranging from line level employees to elected officials.
- Exercise independent judgment and initiative within established guidelines.
- Analyze and recommend solutions to problems and issues.
- Establish and maintain effective and cooperative working relationships with staff, elected and appointed officials, representatives or other governmental agencies.
- Supervise, train and evaluate staff.
- Provide excellent customer service.