



# 911 Operations Manager

**Classification:** M2 / Manager  
**Division:** Operations  
**FSLA:** Exempt

**Reports to:** CRESA Deputy Director  
**Direct Reports:** Dispatch Supervisors  
**Salary Range:** 830

This position manages the operations for the Agency's 911 Public Safety Communication Dispatch Center. This position develops and implements policies and procedures; provides supervision and direction to 911 communication dispatch center staff; plans and manages emergency communication center, uses considerable discretion; stays aware of emergency communications needs and of labor relations issues. The 911 communication center provides 24hr emergency and non-emergency call taking and dispatch services for law enforcement, fire and emergency medical services. Work is performed under general direction of CRESA's Deputy Director.

## Essential Job Functions

Must be able to perform the following essential job functions with or without reasonable accommodation:

- Manage, evaluate and oversee the full range of daily operational and administrative activities related to the Agency's 911 Public Safety Dispatch Center.
- Establish and implement 911 public safety communication objectives and priorities
- Develop and implement policies, procedures, job assignments, staff authority and responsibility
- Hire and manages supervisory staff to include being responsible for performance management, evaluations and development
- Participates in labor relations issues and serves as management in negotiations with Guild
- Monitor staff assignments, budgets and resources
- Prepare and present reports and proposals concerning the 911 Operations
- Identify, recommend, develop and implement improvements to program systems and procedures and policy
- Respond to requests for information and advice regarding 911 communications dispatch center and services
- Oversee the investigation and resolution of complaints and/or inquiries
- Provide information, feedback and assistance to other departments, outside agencies, and the public as necessary.
- Attend conferences, conventions or other various meetings and trainings to stay up-to-date on trends in emergency services and technical services, policy and procedures
- Perform sensitive and confidential duties in the course of work or on behalf of the Deputy Director
- Participate as an integral member of CRESA's management team
- Represent the Agency in forums such as negotiations, service relationships and public presentations
- Serve as acting Deputy Director in the Agency Deputy Director's absence, as assigned
- Participate as needed during emergencies, including emergency operations center activations
- Develop and maintain excellent working relationships with employees, user agencies, the public, etc.
- Serve as CRESA liaison with user agencies, stakeholders and the community regarding dispatch operations
- Performs related duties as assigned.

## Qualifications

- Four years of progressively responsible public safety communications program management experience, including program operations and personnel management.
- At least six years of direct public safety communications experience, spanning a broad variety of services, such as police, fire and medical dispatching and call taking.
- CRESA's specific equipment and/or procedural expertise is not a pre-requisite, though an incumbent must demonstrate sufficient knowledge and understanding of CRESA's operations to come up to speed quickly, understand staff responsibilities, and be an effective resource to staff persons who are technical and subject-



matter experts.

- Bachelor's degree in public safety, communications, public administration or a related field. A Master's degree in a related field may substitute for some of the required experience. Although a Bachelor or Master degree is preferred, additional responsible program management and operations experience may substitute on a year-for-year basis for the educational requirement.
- Successfully pass pre-employment reference and criminal history checks.
- Any combination of education and experience that provides an applicant with knowledge, skill and ability to successfully perform the job will be considered.

**Knowledge of:**

Public safety communications (police, fire and medical) principles, practices, techniques and technology  
Federal, State and local laws governing the operation of an emergency communication center; principles and practices of prioritizing, training and dispatching requests for emergency assistance; emergency medical dispatch and CPR procedures

Principles, practices and techniques for public sector organizations, including operations, budgeting, purchasing, management and public record maintenance

Project management principles and practices, including research, analysis and development

Relevant laws and regulations

Relevant policies, procedures, contracts, accreditation and training requirements

Effective community and public relations methods and practices

Principles and practices of sound business communication and administrative technology

**Ability to:**

Manage and direct complex emergency communications operations and related personnel

Define issues, analyze problems, evaluate alternatives and develop sound recommendations

Organize, set priorities and exercise sound independent judgment within areas of responsibility

Understand, interpret, apply and explain relevant policies, procedures, laws and regulations

Prepare clear, concise and comprehensive reports and materials

Establish and maintain positive, proactive and professional working relationships at all levels

Communicate effectively and present information clearly, logically and persuasively

Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues

Carry a cell phone and pager, work irregular hours or shifts to connect with all operations personnel, be ready and available to respond by phone or in person at all hours of the day

**Necessary Special Requirements:** Must be able to adjust work hours as necessary and be available for call-out in event of emergencies. Must maintain 24-hour availability via an agency supplied wireless device capable of voice and data communication. Must possess a valid driver license and have access to a motor vehicle (personal or agency) on an as needed daily basis. Position may receive federal funding and have access to Criminal Justice Information System therefore incumbent will be subject to background investigation and may be subject to drug screening.

**Physical / Sensory Requirement:**

The following characteristics describe the most common ways this position's essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

Sight and Vision	Frequency	Criticality of Requirement
• <i>Close / Fine Visual Acuity.</i> Differentiate and comprehend visual effects of subtlety or precision.	Daily	Important
• <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance.	Daily	Important



Hearing	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <li><i>General / Broad Hearing.</i> Differentiate and comprehend: <ul style="list-style-type: none"> <li>Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the 'normal range'</li> <li>Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the 'normal range'</li> <li>Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance.</li> </ul> </li> </ul>	Daily	Important
	Daily	Important
	Daily	Important
Speech	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <li><i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture.</li> </ul>	Hourly / Constantly	Very Important
Touch	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <li><i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc.</li> </ul>	Hourly / Constantly	Very Important
<ul style="list-style-type: none"> <li><i>Reach.</i> Stretch or extend hand, arm, foot, etc. away from body to touch or meet another object.</li> </ul>	Hourly / Constantly	Very Important
<ul style="list-style-type: none"> <li><i>Grasp.</i> Seize and hold object with fingers, palm, arms.</li> </ul>	Daily	Important
<ul style="list-style-type: none"> <li><i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs.</li> </ul>	Weekly / Monthly	Slightly Important
<ul style="list-style-type: none"> <li><i>Push / Pull.</i> Exert force to move objects towards or away self. Typical pressure doesn't exceed 20 lbs.</li> </ul>	Weekly / Monthly	Slightly Important
Physical Coordination	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <li><i>Sit.</i> Remain in seated position to accomplish work.</li> </ul>	Hourly / Constantly	Important
<ul style="list-style-type: none"> <li><i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work.</li> </ul>	Weekly / Monthly	Slightly Important
<ul style="list-style-type: none"> <li><i>Walk.</i> Move about or travel on foot to accomplish work.</li> </ul>	Daily	Important
<ul style="list-style-type: none"> <li><i>Drive.</i> Operate a motor vehicle to get oneself or others to and from various work locations.</li> </ul>	Weekly / Monthly	Important
Working Memory	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <li><i>Audio Memory.</i> Retain and retrieve information gained via audio sources.</li> </ul>	Hourly / Constantly	Very Important
<ul style="list-style-type: none"> <li><i>Visual Memory.</i> Retain and retrieve information gained via visual sources.</li> </ul>	Hourly / Constantly	Very Important
Comprehension	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <li><i>Rapid Comprehension &amp; Application.</i> Grasp meaning, nature, or importance of information, then quickly and correctly apply knowledge to work or situation.</li> </ul>	Weekly / Monthly	Very Important
<ul style="list-style-type: none"> <li><i>Complex Comprehension &amp; Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation.</li> </ul>	Weekly / Monthly	Very Important
Environmental Working Conditions	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <li><i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions.</li> </ul>	--	--
Level of Physical Activity	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <li><i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing are required only occasionally and all other sedentary criteria are met.</li> </ul>	Hourly / Constantly	--

#### EQUAL OPPORTUNITY EMPLOYER

CRESA is an equal opportunity (EEO) employer and does not unlawfully discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, marital status, disability, genetic information, veteran status or any other basis prohibited by federal, state or local law. Recruitment processes are conducted to ensure open competition, equal employment opportunity and prohibit discrimination. Women, minorities, veterans, and persons with disabilities are encouraged to apply. CRESA will provide reasonable accommodation for persons with disabilities during the selection process if requested. Applicants are responsible to notify the Human Resources Manager of the accommodation needed at the time of application or at



## Job Description

least two days prior to the date needed. For an alternate format of this information, contact ADA Compliance Office: (360) 992-9205. Washington Relay Service – 7-1-1 or (800) 833-6368

### **IMMIGRATION LAW NOTICE**

Only U.S. Citizens and aliens lawfully authorized to work in the United States will be hired. All new employees will be required to complete and sign an Employment Eligibility Verification form and present documentation verifying identity and employment eligibility.