

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 003092
Grade 24**

**PUBLIC SAFETY COMMUNICATIONS
SHIFT OPERATIONS MANAGER**

DEFINITION OF CLASS:

This is public safety telecommunications work directing subordinate supervisors, staff and daily operations during an assigned shift at the Public Safety Emergency Communications Center (ECC). Personal contacts include Police Department managers and staff, Fire and Rescue managers and staff, vendors, representatives from other County agencies and area jurisdictions, utility companies, news media, and State/Federal agencies to facilitate accomplishment of ECC services, resolve problems, and/or obtain or provide specialized information. An employee in this class directs, through subordinate ECC team supervisors, the provision of assistance to the public in response to 9-1-1 or non-emergency calls from citizens; however, the employee does not routinely directly take and/or dispatch such calls. Therefore, one-on-one public service and assistance is characterized as limited for employees in this class.

An employee in this class utilizes considerable knowledge of all ECC standard operating policies, procedures, systems, equipment, personnel resources, and requirements in planning and directing all call taking and dispatching activities exercised by subordinate supervisors and staff during an assigned shift. Employees in this class exercise considerable independence in planning, coordinating, and supervising operational coverage of ECC functions for the shift, with considerable accountability for resolving most of the conflicts which arise, interpreting policies and procedures as applicable, and coordinating the work with others as necessary. The work is covered by extensive local, regional, state, national, and federal guidelines. Considerable judgment and discernment is required to apply and/or modify available guidelines and SOPs, to the extent allowable at the ECC operational level, in order to address a variety of operational situations and problems without clear precedent. The work is made complex by the requirement to assess and direct the action necessary to deal with a number and variety of operational, system, and personnel issues that arise during the shift on a daily basis and for which the determination of the action necessary: 1) is not entirely clear, straightforward, or easily attained but requires an immediate response; and 2) requires, in addition to an immediate response, a more in-depth analysis of systemic issues, consideration of various alternative actions to resolve/change systemic issues, and collaboration with supervisors, managers, and others leading to changes and improvements. The purpose of the work is to plan, organize, direct, and evaluate ECC operations and to resolve problems during an assigned shift. The work impacts response to the safety needs of the public and of police officers, County-wide during the shift. The work is performed in an office setting and presents no significant hazards to the employees. The work requires ordinary physical effort associated with walking, standing, and bending. Employees in this class supervise subordinate supervisors and staff of the approximately 30-35 Public Safety Communications Supervisors, Communication Specialists and Emergency Call Takers assigned to a shift. The employees apply independent judgment to work direction and to handling a variety of personnel matters.

EXAMPLES OF DUTIES: (Illustrative Only)

- Supervises daily operation of a shift of Public Safety Communications Supervisors, Communication Specialists, and Emergency Call Takers; assesses and adjusts allocation of personnel resources based on the changing dynamics of the daily workload; adjusts operational needs; directs the assignment of work to staff; ensures prompt and immediate delivery of assistance and services; ensures that completed work is in compliance with laws, regulations, policies, practices, and procedures; plans and develops evaluations and conducts employee performance appraisals; counsels employees; approves leave based on operational needs; participates in applicant process by supporting testing, interviews, and making applicant recommendations for filling vacant positions; makes recommendations for merit status/termination, awards, incentives, and recognition based on employee performance; establishes career initiatives through the development of promotional processes, continuing education opportunities, and redefining and updating of position descriptions.
- Oversees training of entry level personnel assigned to the shift; ensures adherence to training objectives; provides continuing education and training opportunities for all shift personnel; identifies and coordinates training with the ECC Training Manager to ensure that all requisite courses and certifications have been met by personnel and to assure that new or remedial training efforts or programs are offered either individually or corporately to staff, as necessary.
- Oversees response to critical operational system and equipment problems; assures that problems are identified and resolved in a timely manner; directs investigations of operational system problems; engages the suitable vendor for resolutions; implements back up programs when a system failure has been identified.
- Oversees ECC response to multiple events occurring simultaneously or to catastrophic events requiring a coordinated response between multiple agencies; assures that proper notifications are made and that data base queries are completed, etc.
- Conducts investigations of internal and external complaints and grievances received; prepares necessary documentation to support the findings; determines the appropriate course of action inclusive of disciplinary measures; follows up with employee(s) involved regarding investigation outcomes for counseling or discipline.
- Represents the ECC at meetings with representatives of Police Department or other County agencies; other law enforcement agencies, Council of Governments, or vendors regarding macro issues related to police telecommunications, ECC-specific plans and requirements, emergency preparedness responses or drills.
- Serves as media relations point of contact and makes media notifications, as circumstances warrant, during the absence of the Police public information officer.
- Prepares, advises on, or reviews proposed SOPs that govern the work of the ECC; recommends implementation of new policies based on changes in the work environment, to include technological changes.
- Conducts tours through the police side of the ECC to County personnel and visitors.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Extensive knowledge of public safety principles, practices, and procedures associated with emergency communications center operational management.
- Extensive knowledge of and skill in using specialized communication equipment and automated systems associated with an emergency communications center.
- Considerable knowledge of job requirements of emergency communication center call takers and

dispatchers an ability to provide supervision to emergency communications center staff.

- Knowledge of federal policies and national standards and/or laws regarding police radio communications and/or operation of an emergency communications center (e.g., Warrant and Record Retrieval System, National Crime Information Center, National Law Enforcement Telecommunication Systems, Federal Communication Commission regulations, etc.).
- Knowledge of administrative and technical procedures and mechanisms necessary to establish emergency preparedness capability and coordination in response to catastrophic events
- Skill in the assignment and evaluation of employees.
- Skill in dealing with the public, outside vendors, and public safety/law enforcement managers and staff.
- Skill in writing or reviewing correspondence and procedural documents.
- Ability to maintain control over the various activities and operations of an emergency communications center during multiple and/or simultaneous emergency incidences or during a catastrophic event.
- Ability to exercise good judgment, interpersonal skills, personnel management principles, and problem resolution skills to establish and maintain the focus and function of the staff during multiple and/or simultaneous emergency events.
- Ability to perform rotating shift work, and work on holidays in 24/7 environment.
- Ability to attend meetings or perform other assignments at locations outside the office, if necessary.

MINIMUM QUALIFICATIONS:

Experience: Thorough (5 years) experience working in an emergency communications center, two (2) years of which were in a supervisory capacity.

Education: Graduation from an accredited college or university with a Bachelor's Degree.

Equivalency: An equivalent combination of education and experience can be substituted.

LICENSE:

- MMETERS/NCIC Certification.

Note: There will be no substitutions for this section.

PROBATIONARY PERIOD:

Individuals appointed or promoted to this class will be required to serve a probationary period of one (1) year, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Core Exam.

Class Established: February, 2006

Revised: April, 2007

July, 2013

August, 2013

November, 2014