

DU-COMM

DuPage Public Safety Communications
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JOB DESCRIPTION

Operations Manager

Reports To: Deputy Director Operations
FLSA Status: Exempt
Updated: June 18, 2024

Summary

Responsible for supervision and quality assurance of the Communications Center.

ESSENTIAL JOB FUNCTIONS

The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The organization retains the right to modify or change the duties or essential functions of the job at any time.

- Supervise day-to-day operations of the communications center which handles incoming 9-1-1 calls and properly dispatches Police, Fire, EMS or other assistance to the caller or person(s) in need.
- Serve as the point-of-contact for member agency supervisory personnel and the general public.
- Participate on DU-COMM's committees as directed by the Deputy Director Operations.
- Recommend and/or create, maintain, or modify agency's Written Directives as requested by the Deputy Director Operations.
- Review performance of the Telecommunicators as part of the Quality Assurance (QA) program to meet established monthly goals for QA and live QA.
- Administer or make recommendations for routine personnel issues including: work assignments, work hours, scheduling, granting leave, appraising performance, monitoring absenteeism, disciplining, and submitting such reports/records as required by DU-COMM's policies and procedures.
- Properly document Telecommunicators' positive and negative performance and behavior.
- Use consistent, progressive disciplinary action for all employees when appropriate.
- Communicate effectively orally, in writing, and via various forms of electronic media, with all levels of management and the technical/non-technical staff.
- Manage within a collective bargaining agreement environment ensuring adherence to the contract and respond to grievances.
- Assist in coordinating, planning, training, and implementing of all operations-related systems.
- Assist and coordinate the training of Telecommunicators.
- Maintain situational awareness of the communications center with regards to activity, major incidents, severe weather, and other potential emergencies; adjust staffing levels to meet the needs of the center; and ensure proper notifications to management.
- Monitor and respond to any problems with 9-1-1, radio, communications/facility infrastructures, and troubleshoot and/or makes proper notification to Support Services staff, or other vendors, for restoration.
- Serve as Deputy Director Operations in his absence, when designated.
- Act as an ambassador for the agency by providing tours, performing public education, attending community meetings, and orientating new employees.
- Investigate and respond verbally, or in writing, to complaints, investigations, and inquiries from member agencies, subpoenas, and Freedom of Information Act (FOIA) requests.
- Prepare and perform "roll calls" for Telecommunicators, to include shift assignments, transfer of pertinent information, training, and preparation for incoming shift.
- Comply with all orders, regulations, and Written Directives of DU-COMM.
- Follow written and verbal instructions.
- Perform any other duties as assigned.

SUPERVISORY RESPONSIBILITIES

- Provide supervision and leadership to Operators-in-Charge, Lead Telecommunicators, Telecommunicators, and Alarm Board Operators at all times while on shift.
- Assign, direct, motivate, and supervise activities of assigned staff in the successful performance of their tasks and responsibilities.
- Ensure assigned staff adheres to established Written Directives and standards.
- Ensure adequate staffing of the communications center at all times.
- Monitor, control, and complete projects thoroughly.
- Prepare, review, and analyze data to make supervisory decisions based on sound research, principles, and standards.

MINIMUM QUALIFICATIONS

- Must be at least 18 years of age.
- A high school diploma or equivalent is required.
- Must be of strong moral and ethical character.
- Must possess a valid driver's license.
- Must achieve and maintain L.E.A.D.S. certification.
- Typing speed of 35 words per minute.
- Must be able to work on any shift, weekdays, weekends, and holidays when needed.
- Strong analytical and logical problem-solving skills.
- Strong interpersonal skills including the ability to work one-on-one, in a group environment, counseling, public speaking, and presentations.
- Three (3) years of experience in a 9-1-1 public safety communications center or related field.
- Must be able to successfully pass a thorough background investigation, psychological exam, pre-hire medical exam/screenings, and drug screening.

SPECIAL REQUIREMENTS

- Requires occasional early morning or evening hours related to attendance at training, meetings, or special events.
- Must be able to accommodate demands of managing 24/7 environmental and willingness to be "on-call" and available via phone/messaging as needed.
- May be required to perform duties outside of scheduled hours to respond to DU-COMM during an emergency.

PREFERRED QUALIFICATIONS

- Post-secondary degree in public safety, management, or related field.
- At least one (1) year in a supervisory position, Operator-in-Charge, or Communications Training Officer in a multi-agency public safety communication center.
- Knowledge of public safety communications systems including CAD, 9-1-1, radio, digital loggers, etc.
- Foreign language skills in Spanish or other desired language.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to learn and perform all functions of a Telecommunicator II or III with appropriate training.
- Ability to use Microsoft Office Suite including Word, Excel, Outlook, and PowerPoint, specifically a working knowledge of Excel with the ability to input data, analyze data, and use graphing functions.
- Ability to effectively apply written and oral English language skills.

PHYSICAL/ REQUIREMENTS AND WORK ENVIRONMENT

- Must be able to wear a headset.
- Must be able to activate radio and phone systems utilizing keyboards, buttons, switches, and pedals.
- Must have the ability to read and discern visual images on a variety of media with 20/20 corrected vision.
- Must hear speech out of both ears in the normal range of 30 db at 500 to 2000 Hz range.
- Must be able to speak and communicate clearly over telephones and radios.

Work is generally performed in an office environment. May sit or stand in a stationary position for long periods of time and requires some walking, standing, stooping, carrying of light items such as papers books and files. Ability to observe details at close range. Work is primarily performed indoors but also requires outdoor visits for special events. While outdoors, the employee may occasionally work in inclement weather conditions. Low levels of noise typical of an office environment are expected.

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