

## Job Description

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**Job Title:** Communication Operations Manager **Job Code:** 905053 **Job Family:** Public Safety

**Pay Grade:** JC.17.18 **FLSA:** Exempt **EEO:** Professionals

**Department/Agency:** EMC **Position Number(s):** Multiple

**Recommended Position Title(s):** Communication Operations Manager

**The following Core Competencies apply to everyone and are essential to all County jobs:**

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork– Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

**Essential Duties:**

- Manages the daily delivery of communications and dispatching services provided to all fire and Emergency Medical Services (EMS) agencies; directs the Emergency Communication Center (ECC) division operations for the proper response to 911 and other requests for fire and EMS services within Johnson County through overall management of the daily operation of the 24-hour ECC and its personnel; ensures adequate staffing for the 24/7 operation; manages the daily implementation of policies and standard operating procedures for the ECC division; researches, recommends, updates/documents, and implements comprehensive emergency telecommunications policies and standard operating procedures for the ECC division.
- Works collaboratively with field user agencies supported by the ECC division, including Johnson County Med-Act and local fire departments, to define, evaluate, revise, and update/document roles in support of the standard operation procedures.
- Evaluates quality of ECC service delivery to user agencies and citizens using performance measures and analysis; performs, leads, and/or evaluates special projects; assists with budgetary issues; evaluates statistics and response times to make determinations regarding resource deployment and budgetary needs.

**Supervisory Responsibilities:**

- Yes  No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance

***Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.***

## Job Description

### **Minimum Job Requirements:**

Associate's degree in Business Management, Public Administration, Communications, or related field; three (3) years' experience as an Emergency Communications Specialist, Dispatcher, or related field; one (1) year experience in a lead-worker or supervisory role; and State of Kansas certified EMR, EMT, or Paramedic are required. Post-offer vision and hearing tests are required.

***Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.***

### **Preferred Job Requirements:**

Bachelor's degree in Business Management, Public Administration, Communications, or related field and one (1) year experience in writing reports, presenting to groups, and delivering training are preferred. EMD certification, CPR certification, Haz-Mat Awareness Certification, Storm spotter Certification, or Incident Management System Certification are also preferred.

### **Education/Experience Substitutions:**

Yes  No Experience may be substituted for degree.

Yes  No Education may be substituted for experience.

### **Physical, Environmental, and Special Working Conditions:**

Weather essential position.

Working twelve (12) hour shifts and on-call/standby work are required.

Successful completion of the post-offer drug testing is required.

All County employees may be called upon to assist other departments in a declared emergency situation.