**Class Summary**

The responsibilities of this classification include providing managerial/administrative support to the King County Sheriff’s Office Communications Section Commander, day-to-day operational management over E911 Communications Center and coordinating training of operational staff. Incumbents also monitor operational performance of personnel, review statistics to determine efficiency of operations, participate in operational crisis management, receive and investigate complaints from citizens and public officials regarding operations, and providing resolution to operational and staff issues.

**Distinguishing Characteristics**

This a single level classification and is distinguished from the Commander of the Communications Center in that the Commander is a sworn law enforcement officer. This classification is also distinguished from the Operations Manager and Operations Manager - Assistant in that incumbents manage the day-to-day administrative and floor operations of the E911 Communications Center.

**Examples of Duties**

1. Supervise assigned staff and direct the operation of the E911 Communications Center.
2. Develop short-term and long-term plans in meeting the Center’s needs in terms of growth, changes, priorities, staffing and budget constraints.
3. Participate in the planning for and upgrade of the Center’s operating systems, equipment and technology.
4. Analyze and interpret policies, procedures and guidelines; make recommendations on changes; develop written directives for new/changing procedures.
5. Counsel supervisors in solving problems and provide training to meet operational changes, laws, standards and new technology.
6. Oversee the Center’s Training Program for Call Receivers and Dispatchers; review all daily, bi-weekly and special training observation reports; attend bi-weekly and Special Board meetings; and make final determinations regarding the issuance of Call Receiver and/or Dispatcher Certification.
7. Work with the Office of Human Resources Management and the Department’s Personnel Unit on the selection process for Communications Center staff.
8. Participates in the development of job selection tests for hiring new employees and promoting technically competent employees to assure attainment of high-quality staff.
9. Interview employment candidates for assigned positions and promotional recommendations.
10. Oversee and investigate complaints regarding the staff or system; develops and implements complaint review policies and procedures.
11. Completed a wide variety of on-going and short term projects, as assigned.
12. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of supervisory techniques and principles

Knowledge of management techniques and principles

Knowledge of human-resources management techniques and principles

Knowledge of public safety communications center operating rules and procedures

Knowledge of budgeting techniques and principles

Knowledge of automated information reporting systems

Knowledge of adult learning techniques and principles

Knowledge of operating elements of a large police communications center

Ability to work independently and as a team member

Ability to communicate (oral and written) effectively

Skill in problem solving, conflict resolution and decision making

Skill in training individuals in group and individual sessions

Skill in investigating problem situations, organizing facts, preparing detailed reports and making recommendations

Skill in establishing and maintaining working relationships with management, union representatives and elected officials

Skill interpreting and explaining laws, rules and regulations, administrative policies and guidelines

Skill in making formal presentations to diverse audiences including the general public, County officials, executives and senior managers

Skill in working with a variety of individuals from diverse backgrounds

Skill in using current office software programs including word processing, spreadsheet, database and email

**Education and Experience Requirements**

Minimum 2 years experience as a supervisor of a large 9-1-1 communications center

OR any combination of education and experience that clearly demonstrates the ability to perform the job duties of the classification

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required.

|  |  |
| --- | --- |
| **FLSA Designation** | Exempt (Administrative) |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within same series** | None |
| **Class History** | Created 12/1997 |
|  | Updated 2/2003  |
|  | Updated 12/2003 WC code |
|  | Updated 12/2007 Changed font and format |
|  | Updated 04/2015 Changed format and content |