911-Operations Center Manager  #02776  
City of Virginia Beach – Job Description  
Date of Last Revision: 03-01-2016  

FLSA Status: Exempt  
Pay Plan: Administrative  
Grade: 16  

City of Virginia Beach Organizational Mission & Values  
The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.  

Class Summary  
Oversee and coordinate operations of the VB 9-1-1 Emergency Communications Operations Center (Division). Manage operations of emergency 9-1-1 and non-emergency public safety (7-day, 24-hour operation) to ensure that citizens’ requests for public safety assistance and non-emergency public safety services are processed promptly, efficiently, courteously, and professionally; oversee training in the Operations Center; perform related administrative duties. In the absence of the ECCS Department Director, provide management oversight for the VB 3-1-1 (7-day, 17-hour operation) and ECCS Support Divisions. As assigned, assume command of the VB 3-1-1 Division and the ECCS Support Division in the absence of those respective division directors. Position is Alpha and subject to immediate recall during major and/or emergency situations. and non-emergency 3-1-1 (7-day, 24-hour operation);  

Representative Work Functions and Responsibilities  
Provide for the receipt of calls and dispatching of emergency and non-emergency services for police, fire, emergency medical services, and mutual aid jurisdictions; provides supervision over personnel in the 9-1-1 Operations Center to ensure that operations are performed/maintained at the highest levels.  

Review, develop, and administer operations rules, regulations, polices, and procedures; ensure that all employees in 9-1-1 operations are performing their duties and responsibilities in accordance with all laws, regulations, policies, and procedures; interpret and apply personnel policies in a consistent manner; ensure that all directives, policies, and procedures related to emergency and non-emergency operations are adhered to by subordinates to provide optimum assistance to the public and public safety providers.  

Evaluate the performance of subordinate supervisory personnel and provide yearly evaluations on each supervisor; review and approve performance evaluations of non-supervisory personnel; assign tasks, appoint committees, provide direction, recommend discipline, supervise work schedules, approve leave requests for supervisors.  

Monitor staffing levels to ensure that the needs of the city are met; monitor and control staff overtime; monitor division metrics to ensure ERS objectives and goals are met, schedule the work of subordinates; oversee training for 9-1-1 operational staff.  

Assign and then review completed investigations, both internal and external, and recommend discipline or other action as appropriate; recommend training for subordinate personnel; recommend the most qualified personnel to work as training officers.
Prepare and maintain monthly and yearly records and reports; direct quality assurance programs; prepare internal and external correspondence and disseminate information.

Develop and recommend budget needs for 9-1-1 operations center.

As assigned, represent the division, department, and city, on city, regional, and state committees on criminal justice systems, 9-1-1 call centers; attend APCO or other professional meetings, coordinate emergency preparedness readiness teams, public safety and non-public safety dispatching, and emergency medical dispatching committees.

As assigned, assume command of the VB 3-1-1 and ECCS Support Divisions Center in the absence of the respective division managers.

In the absence of the ECCS Department Director, provide management oversight for the VB 3-1-1 and ECCS Support Divisions.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

**Performance Standards**

Demonstrate a thorough knowledge in coordinating emergency and non-emergency services for police, fire, emergency medical services, city departments, and mutual aid jurisdictions; demonstrate ability to provide supervision over personnel in the 9-1-1 and 3-1-1 communications divisions and ensure that emergency and non-emergency operations of the division are maintained at the highest levels; consistently ensure that all employees in both operational areas are performing their duties and responsibilities; monitor and evaluate employees performance fairly; proficiently interpret and apply personnel policies and procedures and ensure that all directives, policies and procedures related to emergency and non-emergency operations are adhered to by subordinates; effectively communicate changes in policies and procedures to subordinates; effectively provide leadership assigning task, providing direction, evaluating performances, and supervising work schedules; shortages in resources are anticipated, identified, and resolved; ensure that training standards are met by providing the most qualified personnel to work as training officers; react quickly to emergency situations; ensure that critical reports and correspondence are neat, factual, and contain accurate information; ensure that reports are submitted on time with required information and data; communicate effectively both orally and in writing; represent the division professionally and proficiently; demonstrate a thorough knowledge of the budget requirements for the division; is able to assess needs and improvements, including cost factors, for the division as well as city-wide communications equipment; demonstrate a thorough knowledge in the preparation and maintenance of files; effectively plan training guides for subordinates and operational staff.

**Minimum Qualifications**

High School or GED plus six (6) years or more of experience as a Public Safety/Emergency Telecommunicator; plus four (4) years of experience in communications or public safety management and/or administration of an Emergency Communications/911/Public Information Office.

Must have, or obtain, a current and valid Virginia or North Carolina driver’s license in accordance with Virginia or North Carolina DMV driver’s license eligibility requirements.
Preferred Qualifications
Participation in high level operational policy planning, direction, and implementation along with experience in managing the operations of a large high volume emergency communication call center. Participation on division teams such as mentoring, PEER support, Communications Training Officer, instructor certification, higher education with a minimum of an associate’s degree in Public Safety Telecommunications or related field.

Special Requirements
All employees may be expected to work hours in excess of their normally scheduled hours (evenings, weekends, holidays) in response to short term department needs and/or City-wide emergencies.

Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City’s operational status.

Successful completion of a pre-employment physical.

Acceptable background check results.

Knowledge-Skills-Abilities Required to Perform Satisfactorily
A. Knowledge:
1. Knowledge of management techniques and practices.
2. Knowledge of personnel policies and practices.
4. Knowledge of the operation of the operation of related city and state agencies and the services they provide to the community.
5. Knowledge of police, fire, and rescue procedures.
6. Knowledge of enhanced wire line technology, wireless technology, and technology industry trends as it relates to 9-1-1 and 3-1-1 processing of calls.
7. Knowledge of communications systems, i.e. telephone, radio, computer aided dispatch (CAD), mobile data terminals, paging, MOSCAD, VB Alert, Joint Information Center equipment.
8. Knowledge of State and City codes.
9. Knowledge of regulatory agencies and legislative matters as they relate to emergency and non-emergency communications.
10. Knowledge of the city’s organizational structure and values.
11. Knowledge of current training practices for adult learning and academy style training.

B. Skills
1. Skill in planning, organizing, supervising, and monitoring communications division operations.
2. Skill in providing effective leadership to training and operational staff.
3. Skill in effective oral and written communications and interpersonal communications.
4. Skill in supervising, training, and motivating employees.
5. Skill in conducting investigations and interviews.
6. Skill in planning, organizing, and directing 9-1-1 and 3-1-1 operations.
7. Skill in working in stressful and/or emergency conditions.
8. Skill in employee relations and motivating staff to identify changes needed to improve the working environment and operations, and to effect these changes.

C. Abilities
1. Ability to plan, organize, and supervise the activities of a 100+ operational staff in public safety call-taking and dispatching of police, fire, and EMS first-responders.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
2. Ability to deal effectively with people under a wide variety of situations and circumstances.
3. Ability to analyze, interpret, and clearly report findings along with recommendations.
4. Ability to manage complex projects and issues.
5. Ability to handle internal and external complaints and effect positive change when necessary.
6. Ability to interact to and maintain effective working relationships with other city departments, public safety and non-public safety, and with the public.
7. Ability to establish and maintain high work standards and staff commitment to achieve the standards.
8. Ability to plan, implement, and evaluate effectiveness of programs and projects.

Working Conditions
The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City’s business.

Physical Requirements: Physical refers to the requirement for physical exertion and coordination of limb and body movement.
Requires sedentary work that involves sitting for long periods of time, but may involve walking or standing for brief periods of time, involves exerting up to 10 pounds of force on a regular and recurring basis, and requires continual use of a computer keyboard and other peripheral devices.

Mental Requirements: Mental refers to the degree that the job involves cognitive activities, and use of mental processes.
Performs advanced professional level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative, technical, or operational problems; applies extensive understanding of operating policies and procedures to solve complex administrative and operational problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

Environmental Conditions: Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.
This job involves a risk of limited to no exposure to any environmental hazards.

Sensory Requirements: Sensory refers to hearing, sight, touch, taste, and smell required by the job.
The job requires normal visual acuity and field of vision and speaking. Hearing must be in compliance with the National Emergency Number Association (NENA).

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.