



E-COM 9-1-1 Dispatch Center

Homewood, Illinois 60430

JOB DESCRIPTION Operations Manager/Training Coordinator

The E-COM 9-1-1 Dispatch Center is a consolidated 9-1-1 emergency communications center serving the City of Country Club Hills, and Villages of Flossmoor, Glenwood, Hazel Crest, Homewood, Riverdale, South Holland, and Thornton.

Applications will be accepted until February 1, 2019.

Exempt Position- salary \$76,000 per year. E-COM offers a competitive benefit package, including participation in IMRF. Applications and resumes shall be submitted to employment@ecom911.net

POSITION SUMMARY:

Responsible for supervising and training dispatch center employees engaged in public safety dispatching and emergency call-taking operations. May be assigned to any one of three shifts. Normal duty days will work opposite Deputy Director. The employee regularly works in an office environment while performing the duties of this job. This position reports directly to the Deputy Director.

QUALIFICATIONS;

Integrity

Maintains a high level of confidentiality with verbal and written information and knowledge of detailed Center programs and related work that goes beyond established procedures. Must be of strong moral and ethical character. Must have willingness to take initiative; is dependable; exhibits maturity in relationships with others and is self-confident. Must represent the organization to other agencies and citizens with a courteous, helpful, accurate and business-like attitude in all radio, telephone, computer and personal contacts. Is tactful and diplomatic. Must exclude personal biases from work performance. Displays acceptable social and work behaviors. Treats others with honesty, fairness, and respect. Respects the morals and beliefs of society. Takes responsibility for accomplishing work goals within accepted timeframes. Accepts responsibility for one's decisions and actions. Establishes an environment in which integrity and ethics are the norm. Conforms to the E-COM Ethics Policy. Is consistently open, straightforward and impartial.

Problem Solving/Decision Making

Must be able to assess problems and situations, and to be able to anticipate needs and evaluate alternatives. Must be able to deal with emergency and stressful situations, to avoid overreaction, maintain flexibility in adjusting to situations and procedures to support and carry out directives. Ability to exercise common sense in processing and disseminating information and making judgments. Coordinate heavy workloads to maintain organization. Must be able to utilize personal and subordinate work time properly and productively. Must act in a decisive manner, using good judgment.

ESSENTIAL FUNCTIONS;

Management and Supervision

Coordinates and oversees the daily operation of the center. Maintains awareness of all activities; establishes effective control and follow-up mechanisms to ensure subordinates adherence to policies and directives. Uses good and impartial judgment and common sense in making decisions. Promotes teamwork, fosters a positive attitude and leads by example. Ensures that emergency and non-emergency police, fire and medical calls are effectively processed and that an appropriate response of field units and/or emergency call-outs is completed. Insures that

minimum coverage levels are maintained, authorizes coverage deviations where necessary and appropriate. Oversees quality assurance program, staff training activities, new employee training, the scheduling of staff members, including requests for time-off, overtime coverage and duty trades. Prepares and completes in a timely manner performance appraisals of subordinates. Rates on the basis of fair and realistic expectations regarding results expected and competencies demonstrated. Recognizes symptoms in performance of individuals that indicate the need for training, discipline, counseling or goal setting. Documents performance errors and prepares Development Plans as needed. Provides direction and guidance that is helpful, constructive, effective and ongoing. Projects an image of empathy and fairness in dealing with subordinates; demonstrates effective listening skills. Investigations of complaints and/or policy violations are thorough and objective. Provides a consistent physical presence in the Center. Meets with shift members informally on a regular basis. Motivates subordinates to work productively together to match goals and objectives. Shift is well trained and has high morale. Completes and reviews reports, logs, LEADS entries and other records completed by subordinates to assure accurate record keeping. Functions cooperatively as part of the management team. Other duties as assigned.

Call-Taking and Dispatching Proficiency

Call-taking and dispatch operational tasks are performed in accordance with established standards of performance for this position (see Telecommunicator Essential Functions). Demonstrates the ability to handle the volume of calls and adjust to both high and low volume periods. Demonstrates proficiency in call-take techniques/procedures. Recognizes the primary purpose of the Center and the importance of expeditious call handling to ensure response units are dispatched to calls for service without unnecessary delay. Obtains/verifies information in a logical, organized manner consistent with standard operating procedures, obtaining all information required to quickly and appropriately dispatch aid. Demonstrates proficiency in emergency medical and fire pre-arrival protocols. Displays a good understanding of medical terminology and properly relates appropriate emergency dispatch pre-arrival instructions to callers. Displays proficiency in law enforcement and fire/EMS dispatch techniques/procedures. Demonstrates working knowledge of the geographical make-up, boundaries, commonly used locations and landmark references of the jurisdictions served by the Center. Has the ability to effectively read and interpret directional maps. Uses effective radio voice techniques and proper radio language. Consistently monitors radio transmissions and remains aware of all radio traffic. Has the ability to keep up with radio traffic under both normal and high volume periods.

Oral and Written Communication

Oral communication is clear, concise, professional and courteous. Verbal instructions given are direct and explicit. Demonstrates effective listening skills. Has the ability to actively listen to others to gain an understanding of their needs and situations and the ability to recognize and remember important details in verbal communications. Uses an appropriate tone/manner of speech in verbal communications. Demonstrates the ability to ask questions and probe in order to obtain useful and accurate information from others. Demonstrates the ability to communicate effectively with individuals from a wide variety of backgrounds. Maintains verbal professionalism and composure even when dealing with irate or abusive individuals. Demonstrates the ability to orally state and explain policies, procedures and programs in such a way as to enlist support and compliance by subordinates and others. Keeps E-COM management informed of problems, actions and decisions in a positive and constructive manner. Communication is regular, timely and effective. Exercises patience, restraint and courtesy in all circumstances. Develops and maintains an environment which promotes communication between all parties. Technical concepts are presented verbally in an easy to understand format. Factual information is communicated objectively without interjecting personal opinions or biases. Provides for timely sharing of information to allow subordinates to complete work tasks in an efficient manner and to be aware of activities which affect their area of responsibility. Written communications relating to shift activities, operational issues, personnel matters and/or operational issues and special assignments are well organized, concise, neat and in proper grammatical format.

Dependability and Reliability

Manages schedule independently and arrives on time for scheduled shift. Works any of three shifts. Is required to be available on call. Complies with E-COM's sick leave policy. Refrains from using sick

leave as an adjunct to days off or on weekends. Refrains from developing a pattern of sick leave incidents of one or two days on a recurring basis (more than six such incidents a year). Personal grooming and dress reflects the professionalism of the position. Clothing is neat, clean and worn properly and adheres to policies regarding uniforms and appearance. Devotes work time to the work of the Center. Appearance of work area is neat and arranged in an efficient manner. Follows break and meal period policies and time limits. Complies with Center policy regarding personal phone calls and personal visits. Attends and actively participates in meetings and assigned training programs. Understands, and complies with complex concepts, information and instructions including organizational rules, policies, and procedures. Displays responsible behaviors at work. Behaves consistently, predictably, and reliably. Fulfills obligations, completes assignments, and meets deadlines. Follows written and verbal directions. Adjusts quickly and effectively to changing conditions and demands. Recognizes and conveys change as a necessary and inevitable aspect of organizational life as well as an opportunity to learn new things. Has a similar view and approach to potentially stressful situations. Invests personal energy toward accepting and adapting to change that others use toward resisting or resenting it. Work requires quick, independent action and alertness in emergency and possible life threatening situations.

Initiative

Self-reliant and resourceful. Initiates and responds independently to unusual situations. Exercises common sense. Takes initiative in seeking out new responsibilities and work challenges. Pursues work with energy, drive, and effort to accomplish tasks. Persists at a task despite interruptions, obstacles, or setbacks. Establishes and maintains personally challenging but realistic work goals. Strives to exceed standards and expectations. Works independently without having to be told or needing constant reassurances. Generates new ideas. Is a self-starter. Uses originality to meet routine and unusual situations. Contributes useful ideas to improve the operation of the Center. Assumes the initiative to ensure that personal and subordinate work is done in an efficient, completely acceptable manner. Takes a proactive approach to building job knowledge.

Judgement

Complies with rules, regulations, policies, procedures and directives. Quickly understands problems and focuses on the core issues. Skillful in analyzing facts, conditions and policies and in reaching sound conclusions. Consistently makes sound decisions in difficult situations. Recognizes the complexity and consequences of his/her action in regard to performance and assignments. Ability to think and act calmly, logically, consistently and rapidly to make correct choices when required using available resources. Works within the system to constructively improve policies/procedures or resolve problems. Recommends a corrective course of action. Follows through on work assignments. Alert to the detection and correction of deficiencies and/or problems. Follows through until a situation is resolved. Displays the ability to take unpopular positions when necessary. Demonstrates the ability to anticipate the consequences of various courses of action, evaluate alternatives and amend or modify plans and decisions when presented with changing circumstances or new information. Demonstrates the ability to draw appropriate inferences and sound conclusions from observations and written and verbal information. Demonstrates the ability to integrate information from different sources to develop an accurate understanding of events that have occurred or are in progress and to effectively apply that understanding to determine an appropriate course of action.

Interpersonal Relationships

Employee demonstrates a professional, courteous and cooperative attitude toward the public, the agencies the Center serves and management within the Center and a desire to provide quality customer service. Establishes and maintains cohesive, effective relationships with management, peers and subordinates. Willingly supports and carries out directives. Does not cause friction and disharmony within the work group through harmful gossip.

Technical Knowledge

Demonstrates proficiency in the proper use of the following communications equipment and systems in accordance with standard operating procedures: Telephone System (can properly access and use all functions/features), ANI/ALI Display (understands and properly interprets ANI/ALI information). Eventide

Recording System, Printers, Motorola Radio Console, CAD System (understands purpose of all commands and function keys and can properly access and use same to process calls for service. Understands CAD event entry format and can expeditiously maneuver through system to complete all required fields. Understands entry and query instructions for all CAD system modules and can expeditiously maneuver through the system to update information as it is received and retrieve required information. Can identify and troubleshoot all equipment and operational problems that support the operation of the Center. Keeps current on emerging technology.

Basic Computer Skills

Uses a computer and related applications to input and retrieve information. Familiar with Microsoft Office. Accesses, switches and navigates between applications (Internet, email etc.) and files of interest. Demonstrates familiarity with the fundamental capabilities of computers, software, and information communication systems. Understands terminology and function of common computer, software, information and communication technology devices, components, and concepts.

Critical Analytical Thinking

Must have strong analytical and logical problem solving skills. Uses inductive and deductive reasoning to analyze, synthesize, compare, and interpret information. Draws conclusions from relevant and/or missing information. Understands the principles underlying the relationship among facts and applies this understanding when solving problems. Identifies connections between issues. Quickly understands, orients to, and learns new assignments. Uses logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions, or approaches to problems. Organizes problems into manageable parts. Uses logical and creative thought processes to develop solutions in technical and procedural areas according to written specifications and/or oral instruction.