



## **Emergency Communication Operations Manager**

Please look at what you can expect to earn as a **Emergency Communication Operations Manager** during your first year as a full time Employee with Washington County Government:

- Six (60) Hours Personal Time
- Eighty (80) Paid Vacation Hours
- Fourteen (14) Paid Holidays
- One Hundred & Twenty (120) Paid Sick Hours
- County and Employee funded Healthcare including Health, Prescription, Dental and Vision Coverage.
- County Paid Employee Assistance Plan
- County Paid Life Insurance
- County Paid Accidental Death and Dismemberment Insurance
- County Paid Short Term Disability Insurance
- County Paid Long Term Disability Insurance
- Up to \$2,500.00 Annual Tuition Reimbursement Assistance
- County and Employee funded Defined Pension Plan
  - Vested in just five (5) years.
  - Credit for Prior Active Military Service and Unused Paid Sick Days.
- An Annual Salary of \$62,920 starting..

If our comprehensive compensation package interests you, please continue reading through our job posting to learn more about the position's duties, responsibilities, prerequisites, etc. and apply online today.



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<b>JOB TITLE:</b>	Operations Manager – Emergency Communications	<b>GRADE:</b>	14
<b>DEPARTMENT:</b>	Department of Emergency Communication	<b>FLSA STATUS:</b>	Exempt
<b>REPORTS TO:</b>	Deputy Director of Emergency Communications		

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**GENERAL DEFINITION OF WORK:**

Serve as the primary manager for the Emergency Communications Center (ECC) and is responsible for the daily coordination of activities, including supervision and direction for the Emergency Communication Center's employees. Direction is received from the Assistant Director of Emergency Management/Communications

**ESSENTIAL FUNCTIONS/TYPICAL TASK:**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

1. Assist with the preparation and management of the annual budget for the Emergency Communications Center.
2. Responsible for the overall supervision of the ECC Shift Supervisors and Emergency Communications Specialists.
3. Provide direction, planning, and coordination of the functions and operations of the Emergency Communications Center.
4. Perform annual evaluations of the ECC Shift Supervisors.
5. Evaluate complaints and customer inquiries related to the operations of the Emergency Communications Center and/or its personnel.
6. Maintains records of complaints and provide investigative findings in a timely manner as required.
7. Attend various communications-related meetings as a representative of Emergency Communications, as assigned.
8. Maintain records for all phases of operation in the Emergency Communications Center, including Confidential records and files.
9. Maintain current, accurate and applicable Standard Operating Procedures for all phases of operation in the Emergency Communications Center.
10. Assist with, perform, and/or participate in all phases of staff and management development, including training staff to meet or exceed internal and external job performance requirements.
11. Compile, prepare and distribute periodic reports concerning the receipt and handling of calls processed through the Emergency Communications Center.
12. .
13. Through workshops, conferences, publications and other means, maintain a working knowledge of current technologies, equipment, codes, certification requirements and other areas pertinent to the department operations.
14. Assist with the performance of duties assigned to Emergency Communications Specialists during periods of excessively high call volume, disasters, and staffing shortages with possible shift work assignment.
15. Coordinate audit processes with the Emergency Numbers System Board and METERS/NCIC agencies and act as the departmental point of contact.
16. Act as the Primary Terminal Agency Coordinator and Site Security Coordinator for the department.
17. Perform Duty Officer assignments for the Emergency Communications Center as required.
18. Operate within an Emergency Operations Center structure utilizing the All Hazards IMT position specific standards.
19. Perform other duties as required by operational requirements or direction from a higher authority.

**KNOWLEDGE, SKILLS AND ABILITIES:**

1. Extensive knowledge of local, state and national laws and standards as they apply to the field of public safety emergency communications.
2. Working knowledge of Washington County geography and surrounding areas.
3. Extensive knowledge of current communications equipment including conventional and trunked radio systems and digital communications equipment.
4. Proficient in use of computer applications (spreadsheets, word processing, email, etc.)
5. Knowledge of organizational and personnel management, with ability to effectively supervise and direct the work of

others.

6. Ability to establish and maintain effective working relationships with advisory groups, volunteers, commissions, elected officials, media, public and organized labor groups.
7. Strong and effective spoken and written (English) communications skills, including public speaking.

#### **EDUCATION AND EXPERIENCE:**

1. High School Diploma or G.E.D. required.
2. Associate degree from an accredited college or university with major course work in Business or Public Administration, Fire Science, Criminal Justice, Emergency Services or related field preferred. Comparable education, training, and experience in public safety emergency communications, with at least five (5) years of experience at the supervisory level may be substituted for the minimum requirements.
3. Successful completion of METERS/NCIC certification, Terminal Agency Coordinator and Site Security Coordinator certification, National Academy of Emergency Dispatch certifications in Emergency Telecommunicator, Police, Medical and Fire Dispatch, and an All Hazards IMT position specific certification within one (1) year of appointment.
4. Working knowledge of National Incident Management System (IMS/ICS) with the ability to obtain certification at the 700, 800, 100, 200, 300, 400 level within one (1) year of appointment.
5. Valid Certification in cardiopulmonary resuscitation/AED.
6. Extensive knowledge of local, state and national laws and standards as they apply to the field of public safety emergency communications.
7. Extensive knowledge of fire, rescue and EMS services and Law Enforcement policy and administration, Including Applicable legislation, authority, governing bodies, regulatory agencies, and advisory organizations.
8. Excellent written and verbal communications skills.
9. Ability to develop and maintain excellent working relationships with government officials, co-workers, Media representatives and the public.

#### **PHYSICAL REQUIREMENTS:**

Must have the use of sensory skills to effectively communicate and interact with other employees and the public through use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to a, personal computer, calculator, copier, and fax machine. Some standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, pushing, and pulling in observing field activity in all areas. Must be able to pass pre-employment Audiogram Test and Psychological Evaluation.

#### **SPECIAL REQUIREMENTS:**

1. Required to possess and maintain a valid automobile operator's license.
2. Required to work varied hours including evenings and weekends as needed.
3. This position is subject to random drug testing.
4. This position is considered essential personnel.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

Human Resources: 12/2018; 1/2019; 4/2024

Easy Ways to Apply:

Visit our website at <https://www.washco-md.net/jobs/>

or

Complete and email an Application to [hrservice@washco-md.net](mailto:hrservice@washco-md.net)

or

Complete and mail Application to:

Washington County Human Resources Department,

100 W. Washington Street, Room 2300,

Hagerstown, Maryland 21740.

Internal Candidates are required to use an Internal Application (including resume) when applying.

<https://www.washco-md.net/internal-jobs/>

Washington County is an Equal Opportunity Employer. Individuals requiring special accommodations or assistance are requested to contact the Human Resources Department at 240-313-2350, Voice or TDD (D/HH use 711) M/F/H/V.

**DEADLINE FOR FILING APPLICATIONS WITH HUMAN RESOURCES:**

**Friday May 3, 2024 4:00pm**