

Valley Emergency Communications Center

Job Description

Job Title:	Center Manager	Position Code:	430
Department:	Valley Emergency Communications Center	Step Range:	60 – 68
FLSA:	Exempt	Date:	January 1, 2017

General Description

The Valley Emergency Communications Center for Pima County Arizona (VECC) is a functioning cooperative. The Center Manager oversees the Center and its daily operation. Under the terms of the cooperative agreement, the Center Manager and all of the employees are employed by the Drexel Heights Fire District in their role as the Administrative Managing Principal of the cooperative. The Center Manager therefore works under the general supervision of the Fire Chief of the Drexel Heights Fire District. The Center Manger performs such supervisory and management functions to include but not limited to, budgeting, planning, scheduling, training and instructing subordinate personnel within the scope of his/her authority. In addition, the Manager is responsible for all telecommunicators and support personnel of the Valley Emergency Communications Center (VECC). The Manager also performs such duties as required by the Managing Administrative Principal Fire Chief and the VECC Policy Board. The VECC operates on a communications network known as the Pima County Wireless Integrated Network (PCWIN) within a regional communications center known as the Pima Emergency Communications and Operations Center (PECOC).

Supervision Received

Works under the direct supervision of the Managing Administrative Principal and indirectly under the VECC Policy Board.

Supervision Exercised

Directly supervises the Telecommunication Supervisors and indirectly supervises full-time and part-time Telecommunicators.

Essential Duties and Responsibilities

1. Develop and manage the annual VECC budget in cooperation with the Managing Administrative Principal.
2. Creates and manages the agendas, minutes, and other reports for the Policy Board and Operations Board and attends the meetings of both Boards.
3. Reviews and checks for accuracy in all clerical files, reports, and logs pertaining to the VECC.
4. Causes the maintenance of all files and records in the VECC.
5. Carries out all personnel actions including participation in the hiring, performance evaluations, promotions, and discipline utilizing the District Personnel Policies.
6. Manage service contracts, Intergovernmental Agreements, and billing for services.

7. Makes recommendations to the Policy Board regarding organizational changes, policies, or procedures.
8. Responds to inquiries and maintains an open communication link with the other organizations for which the VECC provides services. When requested or needed, attends meetings of those agencies.
9. Attends local, regional, and statewide meetings and training to remain abreast of changes in laws and contemporary practices in managing a public safety communications center.
10. Oversees supervisors in the VECC and verifies that all employees of the VECC understand, observe, and properly utilize the policies and guidelines of the District.
11. Understand, and articulate, the importance of ethical behavior for which he/she has a direct responsibility.
12. Understand and articulate the importance of District guidelines for handling sensitive personnel information
13. Is able to articulate the VECC's expectations of professional conduct.
14. Appropriately and professionally represents the VECC, as authorized.
15. Has a thorough knowledge of the VECC practices and training programs.
16. Maintains operational and technological competence, as defined by the VECC and District.
17. Conducts appropriate level of inquiry in response to performance-related complaints, as defined and authorized by the Policy Board and Managing Administrative Principal.
18. Recommends and/or participate, in disciplinary action, as defined and authorized by the Personnel Policy of the Managing Administrative Principal.
19. Works in concert with the PCWIN Executive Director, Emergency Management Director, and the Emergency Operations Center in operational planning and training.
20. Produces reports as requested by the Policy Board, Operations Board, or Fire Chiefs of the cooperative.

The above listed examples of work are not intended to be all-inclusive. The District reserves the right to assign additional duties and responsibilities it deems necessary or desirable, as well as take away any duty and responsibility at its discretion.

Knowledge, Skills and Abilities

1. Ability to think logically and quickly during an emergency.
2. Ability to listen to and apply information and instructions.
3. Ability to read and comprehend technically written materials and manuals.
4. Knowledge of controlling laws and ordinances affecting the Managing Administrative Principal and the VECC.
5. Well-developed people-management and budgeting skills.
6. Thorough knowledge of the geography of the region.
7. Ability to direct and supervise others.
8. Ability to deal firmly and courteously with the public.
9. Good judgment and dependability.

10. Willingness to listen, to be approachable, and to take time to understand needs and situations.
11. Thorough knowledge of CAD, radio, and telephone systems used in an emergency communications center and the federal and state laws that affect such operations.
12. Expertise and demonstrated experience in intergovernmental relations.
13. Ability to write legibly, speak distinctly, and have good hearing.
14. Ability to maintain confidentiality as needed.
15. Ability to build and maintain teams.
16. Ability to maintain and uphold high ethical standards.

Minimum Education, Training and Experience Requirements

1. Any combination of education and experience equivalent to a Bachelor's Degree in public or business administration, information management systems, emergency management, or a related field.
2. Minimum of five (5) years of experience at an upper level supervisory position in a communications center.
3. Certifications in Basic Telecommunicator and Emergency Medical Dispatch or equivalent.
4. A valid Cardio Pulmonary Resuscitation (CPR) card.
5. National Incident Management System (NIMS) level 100, 200, 700, and 800 certifications.
6. Must possess or be able to possess a valid Arizona Drivers License.
No felony convictions or disqualifying criminal histories within the past ten (10) years.

Preferred Education, Training, and Experience

1. Master's Degree in public or business administration, information management systems, emergency management, or a related field.
2. Completion of a nationally recognized certification program for communications center management.
3. Ability to communicate both in English and Spanish.
4. Experience as a senior level manager of a multi-jurisdictional communications center.
5. Experience in a multi-jurisdictional communications center.
6. Experience in the fire service preferably at the rank of Captain or above.

Tools, Equipment and Work Aides Used

Telephones (including the use of ear pieces), radios, computer, typewriter, calculator, motor vehicles, copier, fax machine and other typical office equipment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing duties of this job, the employee is frequently required to sit, talk or hear, stand, walk, use hands to finger, handle or operate objects, tools, or controls, and reach with hands and arms. The employee may occasionally be required to climb or balance, stoop, kneel, crouch or crawl, taste and smell.

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision required for this job includes close vision, distant vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Work performed primarily in an office, vehicles, and occasionally in outdoor settings, in all weather conditions including temperature extremes, during day and night. Work is often performed in emergency and stressful situations. Individual is exposed to hearing alarms and the hazards associated with emergency situations.

The employee occasionally works near moving mechanical parts and in precarious places and is occasionally exposed to wet and/or humid conditions with the risk of electric shock and vibration.

Selection Guidelines

Formal application and resume, review of education and experience, appropriate testing and interviews, background check, drug screen, final selection, and complete pre-employment medical exam. The Managing Administrative Principal makes this appointment with advice of the VECC Policy Board.

Miscellaneous

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

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: Douglas Chappell **Effective Date:** January 1, 2017