

RESOLUTION NO. 08-2014

Adopting the Job Description for the Position of Operations Support Manager and Amending the Staffing Chart and Pay Resolution to Accommodate Said Position.

WHEREAS, City Council wishes to adopt the job description for the position of Operations Support Manager; and,

WHEREAS, it is desirable and necessary to amend Resolution No. 47-2013 establishing the 2014 Staffing Chart of the City of Worthington to delete one Communications Supervisor Position and add one Operations Support Manager Position in the Division of Police; and,

WHEREAS, it is necessary to amend Resolution No. 46-2013 establishing compensation for classified positions in the City to authorize the position of Operations Support Manager at Range 19;

NOW THEREFORE, BE IT RESOLVED by the Council of the Municipality of Worthington, County of Franklin, State of Ohio:

SECTION 1. That the job description for the position of Operations Support Manager (Class Specification No. 239) as per the description attached hereto be and the same is hereby adopted.

SECTION 2. That City Council does hereby amend the 2014 Staffing Chart of the City of Worthington by deleting one Communications Supervisor Position and adding one Operations Support Manager Position in the Division of Police.

SECTION 3. That City Council does hereby amend Resolution No. 46-2013 to authorize the position of Operations Support Manager at Range 19;

SECTION 4. That the Clerk of Council be and hereby is instructed to record this Resolution in the appropriate record book.

Adopted April 7, 2014

/s/ Bonnie D. Michael
President of Council

Attest:

/s/ D. Kay Thress
Clerk of Council

CITY OF WORTHINGTON
POSITION DESCRIPTION

POSITION TITLE:	OPERATIONS SUPPORT MANAGER	CLASS: 239
Department:	Safety	Title Originated: 2014
Date:	April 7, 2014	Updated:
Reports To:	Chief of Police	

General Statement of Duties

Under the direction of the Chief of Police, the Operations Support Manager is responsible for the overall supervision and management of the Operations Support Bureau. This position performs skilled and supervisory work overseeing civilian employees within the Operations Support Bureau. The Operations Support Manager schedules trains, monitors, and evaluates the work of civilian employees in a variety of dispatching, records administration, property/evidence management and customer service activities. Duties also include working as an emergency Communications Technician answering calls, monitoring emergency services. The Operations Support Manager oversees the implementation of technological equipment to enhance the mission of the division of police and provide a secure work environment for city facilities. Oversees the maintenance, repair and remodeling of the Division of Police building structure, systems and equipment.

Essential Functions of the Position:

Schedules, assigns and evaluates the work of Operations Support personnel; Coordinates on the job and external training for employees on procedures and equipment operation;

Assists in maintaining and implementing equipment operation within the Division of Police by monitoring the radio system, state computer system, E9-1-1, building digital video system, Law Enforcement Automated data System (LEADS) citywide security systems, in car video systems and other systems;

Oversees and coordinates implementation of equipment within the Division of Police that documents the operations of the division as well as equipment that enhances operational security for city facilities;

Provides performance counseling as needed; meets with operations/supervisors to obtain input on quality of communications for police and fire and those within the Operations Support Bureau.

Serves as manager of agency records and ensures compliance with record retention schedules, public records release and other public record laws;

In conjunction with the Department of Service and Engineering, oversees the maintenance, repair and remodeling of the Division of Police building structure, systems and equipment;

In conjunction with the Department of Service and Engineering, plans and schedules maintenance for the Division of Police building and grounds; prioritizes and schedules routine and emergency repairs; analyzes, documents, and manages maintenance requirements.;

Coordinates with IT staff to assist in upkeep of communications equipment;

Completes monthly LEADS validation report;

Performs all duties of Communication Technicians, as necessary;

Updates the training and policy manual as necessary and oversees the communications training officers to ensure consistency in the training program;

Annually evaluates staff and makes recommendations for promotions, hiring and disciplinary actions;

Prepares and oversees annual communications audit;

Assigns routine tasks to Communication Technicians;

Responsible for LEADS TAC for the division;

Attends E911 Managers meeting and other meetings as assigned;

Performs related duties as assigned.

Knowledge, Skills and Abilities:

Ability to train, organize, schedule, assign, evaluate and counsel Operations Support Personnel;

Ability to work varied hours, including evenings and weekends;

Ability to establish and maintain effective working relationships with other employees and the general public;

Ability to communicate effectively, both orally and in writing, including clear radio communications;

Ability to function under stressful conditions;

Knowledge of state, federal, and local rules and regulations regarding emergency communications and release of criminal history information;

Experience with the practices, methods and techniques of emergency 911 procedures and equipment;

Experience with and ability to operate emergency communications equipment; Experience with procedures related to processing emergency calls;

Knowledge of records management and retention;

Knowledge of property and evidence procedures.

Minimum Requirements of the Position:

Associates Degree, or Graduation from a senior high school course of study and the equivalent combination of experience and training which provides the required knowledge, skill and abilities. Seven years working experience as a law enforcement communications supervisor, including a minimum of three years as a Communications Supervisor with the City of Worthington. Possession of certification from the State of Ohio to operate the criminal computer system and the LEADS computer system.

The 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 the essential functions.

This job description does not list all of the duties or functions of the job. The individual in this position may be asked by supervisors to perform other duties. The City has the right to revise this job description at any time.

Adopted by Resolution No. 08-2014; Effective April 7, 2014