

RESOLUTION NO. 08-2017

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

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

WHEREAS, it is necessary to amend the job description for the position of
Operations Support Manager to properly reflect the duties of this position; and,

WHEREAS, City Council wishes to amend Resolution No. 58-2016 to adjust the
salary range of the Operations Support Manager position from Range 19 to Range 20;

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 amended.

SECTION 2. That Resolution No. 58-2016 establishing compensation for
classified positions in the City be and the same is hereby amended to adjust the salary range
for the Operations Support Manager position from Range 19 to Range 20.

SECTION 3. That the Clerk of Council be and hereby is instructed to record this
Resolution in the appropriate record book.

Adopted March 20, 2017

/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:	March 20, 2017	Updated: 2017
Reports To:	Support Services Lieutenant	
FLSA Status:	Exempt	

General Statement of Duties

This is a skilled, managerial position overseeing Communications Technicians and Records Bureau Personnel. Work is performed under the general supervision of the Support Services Lieutenant. The Operations Support Manager must be able to ensure adequate staffing of all shifts for proper operations. This position ensures compliance with all applicable laws, and federal, state, and local rules and regulations regarding public records releases, emergency communications and the release of criminal history information.

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.

Essential Functions of the Position:

Oversee the operations, maintenance and upkeep of the Communications and Records Room, and the equipment associated with the operations of these areas.

Schedule, assign, and evaluate the work of records personnel and Communications Technicians.

Monitor in-service and other training for personnel. Reviews schedules and time records for payroll purposes and tracks overtime. In consultation with the Support Services Lieutenant, recommend discipline or other corrective action when needed.

Attend Division meetings for the purpose of communicating to employees any updates to standard operating procedures, providing on the job training related to equipment or procedures, discussing issues or problems recently observed in records, communications, and advising of upcoming events or changes.

Direct the creation, evaluation, and updates to Division standard operating procedures (SOP) and other policies and procedures.

Oversee Franklin County Alerts (emergency telephone notification system), and other systems.

Provide administrative direction and serve as a liaison to Division of Police and Division of Fire on various communications issues, including training.

Act as TAC (terminal agency coordinator) per LEADS requirements.

Oversee the bi-annual training and testing of police personnel for Mobile Data Terminal certification.

Oversee and coordinate GIS related issues such as entry of geographical and address additions, deletions, and corrections or updates needed for CAD. Oversee CAD database changes (i.e. codes, districts, etc) and ensure any change is clearly communicated to division personnel along with changes that occur as a result of new system software releases or updates.

Oversee the monitoring of all emergency radio frequencies (Police, Fire, and EMS) various city duress alarms, city video cameras system, and the access control system (S2).

Assist in the preparation of the annual budget for the records and communications, tracks related expenditures. Make purchase requisitions recommendations and order supplies as needed, review all monthly equipment invoices.

Prepare for submission and maintain records for monthly, quarterly and annual reports.

Attend professional communications related meetings such as PSAP/9-1-1 county meetings, LEADS TAC training, 800 MHz radio meetings, local interoperability meetings, and various related meetings.

Develop and oversee employee training program including training manual updates and participation in AED, First Aid, EMD and EFD processes. Propose scheduling for other various outside training seminars for communications and records personnel.

Make recordings as requested of telephone and radio transmissions utilizing the division recording equipment.

Ensure compliance with federal, state and local standards regarding Public Records laws and record retention policies.

Assists with the use of specialized software systems within the Division and may serve as a resource on these systems for division personnel.

Review and audit records bureau for process efficiency, quality control and customer service quality.

Regular and predictable attendance.

Additional duties as may be assigned.

Knowledge, Skills and Abilities:

Operational understanding of CAD/RMS Systems workflow.

Experience with the practices, methods and techniques of emergency 911 procedures and equipment; Experience with and ability to operate emergency communications equipment.

Strong working knowledge of computers, software systems and technology.

Ability to train, organize, schedule, assign, evaluate and counsel subordinate personnel.

Ability to work varied hours, including evenings and weekend.

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.

Knowledge of records management and retention.

Minimum Requirements of the Position:

Graduation from high school (Associates Degree preferred) and three years of progressively responsible experience in emergency communications work, two of which must include supervisory experience; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities.

Additional requirements include obtaining and maintaining within six months of hire - MD certification, certification from the State of Ohio to operate the criminal computer system and the LEADS computer system, and Ohio Notary Public Certificate.

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 08-2017, Effective March 20, 2017