

**Wooster Ashland Regional Council of Governments
Director of Operations**

Under the authority of the Wooster-Ashland Council of Governments or designee, directs the 911 emergency telephone system and emergency dispatch center responsible for dispatching all police, fire and ambulance services within the designated WARCOG service area. Responsible for the maintenance of all communications and other equipment and the coordination and integration of systems including telephone, computer and radio interfaces. Responsible for all administrative functions of the department including financial and personnel management, including the supervision of dispatch personnel and preparation, administration, and accountability for the budget

Applicants must meet the following:

MINIMUM QUALIFICATIONS: Qualified candidates must have a minimum of 5 years' experience in public safety dispatch, emergency management, or related field; significant prior related experience may be substituted; Advanced knowledge of current 911 and CAD technology is a must; Understanding of emergency response protocols, dispatch operations, and public safety standards; Experience with Motorola Gold Elite and MC7500 Consoles, and State of Ohio MARCS systems is desired; High school diploma or equivalent required; prefer candidates with a Bachelors' degree in business, public administration, or related field; Prefer a minimum of 2 years of administrative and supervisor experience in a public safety dispatch center; must be able to pass all applicable pre-employment testing, including a criminal background check as required to obtain LEADS certification and must have a valid Ohio driver's license with good driving record.

A detailed job description and application can be found at <https://www.woosteroh.com/human-resources/warcog> Accepting applications until position is filled. Applicants are required to complete an application for consideration. Applicants are also encouraged to include a resume with their application.

EQUAL OPPORTUNITY EMPLOYER
F/M/H
WOMEN AND MINORITIES ENCOURAGED

Job Description

WARCOG COMMUNICATIONS DIRECTOR OF OPERATIONS Wooster-Ashland Regional Council of Governments

Position Description last Updated: August 23, 2023

Exempt Salary Range: \$70,000 - \$91,400

General Statement of Essential Job Tasks:

Under the authority of the Wooster-Ashland Council of Governments or designee, directs the 911 emergency telephone system and emergency dispatch center responsible for dispatching all police, fire and ambulance services within the designated WARCOG service area. Responsible for the maintenance of all communications and other equipment and the coordination and integration of systems including telephone, computer and radio interfaces. Responsible for all administrative functions of the department including financial and personnel management, including the supervision of dispatch personnel and preparation, administration, and accountability for the budget.

Supervision Received:

This position reports to the Wooster-Ashland Council of Governments or designee

General Description of Essential Job Tasks:

The following are general descriptions of the essential job tasks of the position. Other related tasks may be assigned as necessary and appropriate.

- Serves as Director of Operations for the Wooster-Ashland Council of Governments (WAR COG) Communication Center, a consolidated public safety communications agency, which is responsible for providing 9-1-1, Police, Fire, and EMS dispatch services and support services to member municipalities, fire districts, and their citizens.
- Responsible for working with the Board of Directors, Executive Committee, and Chief's Operations Committee to establish the agency's mission, goals, objectives, and long-range plans.
- Responsible for the overall operation of the communications center, agency technologies, physical facilities, written directives, rules and regulations, and staffing.
- Responds to the requests of WAR COG members and ensure all municipalities, districts, and agencies are satisfied their issues are addressed fairly and in a timely manner.
- Provide leadership to the organization's management team in meeting the goals and objectives of the agency.
- Provide leadership and supervision to all employees of WAR COG.
- Directly supervises subordinates.
- Assigns, directs, motivates, and supervises activities of assigned staff in the successful performance of their tasks and responsibilities, including addresses all performance, attendance and misconduct issues timely and within all policy, procedure, and legal guidelines.

- Makes final decisions for personnel issues including: recruiting, interviewing, hiring, granting leave, appraising performance, monitoring absenteeism, discipline, and termination of employees within policy, procedure, and legal guidelines.
- Ensures adequate supervision of all employees at all times for the entire agency.
- Communicate effectively, orally, in writing, and via various forms of electronic media, with all levels of management and technical/non-technical staff.
- If necessary, effectively manages the communication center within a collective bargaining agreement environment and ensure adherence to the contract and grievance processes.
- May serve as the WAR COG representative on varying Wayne County Communications Committees in making policy decisions in the best interest of the WAR COG and its member agencies, at the recommendation of the Board of Directors.
- Responsible for media relations and public information communicated accurately, professionally and timely.
- Ensure proper resources (staff and equipment) are obtained to achieve the mission of the WAR COG.
- Plans and prioritizes WAR COG's physical resources.
- Oversee the budget, other fiscal operations, daily administration, record-keeping, and adherence to fiscal policies established by the Board of Directors and/or Executive Committee.
- Directs, guides, and controls activities of staff within the communication center.
- Develops emergency and contingency plans/responds to emergency situations and modifies plans, actions, and decisions in light of current circumstances.
- Analyzes WAR COG procedures and make recommendations to Board of Directors and/or Executive Committees to improve efficiency and effectiveness.
- Assists in coordination, planning, training, and implementation of all operational-related systems.
- Ensures all agency personnel are properly and adequately trained for their individual job functions.
- Establishes and complies with all orders, policies, procedures, rules, and regulations of the WAR COG.
- Follows written and verbal instructions.
- Perform any other duties as assigned by the Board of Directors or Executive Committee.

Essential Knowledge, Skills and Abilities:

- The position requires knowledge of the operation of a computer aided dispatch system; thorough knowledge of theory, principles, practices, techniques, and technology in the field of emergency communications for a medium sized, multi-jurisdictional public safety organization. Knowledge of policies and procedures of various police, fire, and emergency service user agencies as they pertain to emergency communications. Knowledge of regulatory agencies, laws, regulations, and policies that pertain to the public emergency communications agency; principles and practices of public administration for budgeting, purchasing, and maintenance of public records; research methods and analysis techniques; principles and practices of effective human resource management and supervision. Requires a strong knowledge of effective community and public relations methods and practices; Agency personal policies, training requirements; practices and principles of sound business communication.

Abilities

- Requires the ability to manage, evaluate, and direct comprehensive emergency communications operations and personnel; lead, motivate, and mentor a diverse staff; Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules, and policies. Organize, set priorities, and exercise sound judgment within areas of responsibility. Prepare clear, concise, and comprehensive reports and other written materials. Exercise sound expert, independent judgment with general policy guidelines. Operated a computer and standard business software; present information clearly, logically, and persuasively; communicate effectively both orally and in writing. Exercise tact and diplomacy in dealing with sensitive, complex, and confidential issues and situations. Establish and maintain effective relationships with members of other governmental agencies, community and business organizations, employees, the public and others encountered in the course of work.

Physical Abilities

- Requires light physical effort including frequent lifting and moving of objects up to 10 pounds, occasional lifting/moving of heavy objects. Some bending, stooping, reaching and pulling are required. Sufficient visual acuity to recognize letters, numbers, words, dials, buttons, and other instruments; hand-eye coordination to grasp small objects; auditory ability to project voice for a distance of 50 feet are all required. Ability to sit for long periods of time, move about and work in an indoor environment.

Education, Experience, Special Skills

- Bachelor's degree in business administration, public administration or related field is preferred, but significant prior related experience may be substituted.
- Minimum of 5 years of experience in public safety dispatch, emergency management, or related field.
- Candidates should have an understanding of emergency response protocols, dispatch operations, and public safety standards.
- Prefer candidates with a minimum of two years of administrative and supervisor experience in a public safety dispatch center.
- Advanced knowledge of current 911 and CAD technology is a must.
- Experience with Motorola Gold Elite and MC7500 Consoles, and State of Ohio MARCS systems is desired.
- Must have a valid Ohio issued driver's license with a good driving record and must meet insurance guidelines.
- Excellent communication both verbal and written, strong inter-personal skills and a self-directed problem solver is required.