



JOB ANNOUNCEMENT

EMERGENCY COMMUNICATIONS OPERATIONS MANAGER

OVERVIEW

SNOPAC Emergency Communications is a 9-1-1 police, fire and medical public safety communications center serving Snohomish County which processes emergency and non-emergency calls to 39 police and fire agencies. SNOPAC 911 is one of the busiest dispatch centers in Washington State.

We are seeking candidates to fill a full time Operations Manager position in our Everett, WA regional communications facility.

Qualified candidates will have demonstrated experience managing the day-to-day and strategic center operations including dispatch operations, systems operation, training and employee supervision. In addition, candidates must have a strong ability to define issues, analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals. Candidates must be able to identify with SNOPAC's Core Values: *Integrity, Professionalism, Respect and Teamwork*. Working together as a team, you will achieve goals and meet deadlines while understanding that communication is critical.

KEY JOB RESPONSIBILITIES

- Manage the full range of daily and long-term operational activities including planning, performance monitoring, workload forecasting, and training.
- Assign tasks, direct the work and plan, organize, supervise and evaluate subordinate employees. Effectively coach and counsel and provide timely feedback to employees.
- Discuss and collaborate on operational decisions, provide input for strategic planning, policy making decisions and make recommendations which address technical, legal, financial and people-related consequences.

QUALIFICATIONS

Any combination of education and related experience sufficient to provide the requisite knowledge, skills and abilities.

- Five or more years experience in the supervision of public safety communication employees in a dispatch Center environment or equivalent experience.
- Five or more years experience in a public safety computer aided dispatch (CAD) system.
- A two-year degree from an accredited education institution with a concentration of studies in personnel management, public administration, and/or telecommunications.
- Experience or other qualifications that demonstrate strong decision making skills, excellent interpersonal communication, excellent written communication skills and conflict resolution skills, and ability to effectively supervise, motivate, correct, train and evaluate assigned staff.

The Ideal Candidate Must Have:

- Management and team building skills including supervisory, instruction, problem analysis and decision making, planning and organizing, adaptability/flexibility, stress tolerance and time management.
- Strong leadership skills with ability to provide frank and timely feedback.
- Ability to coach, mentor, and motivate employees.
- Strong documentation and writing skills.
- Strong critical and strategic thinking skills.
- Ability to manage multiple projects simultaneously.
- Excellent judgment in partnering with other staff and departments on related operational, technical, and personnel matters.
- Ability to identify with SNOPAC's core values, set a good example and be a role model for work and conduct expectations.



Due to the nature of this work, candidates are required to successfully pass a thorough, intense and strict pre-employment background investigation. Failure to disclose pertinent information or attempt to conceal requested information may be grounds for immediate disqualification. Recent drug use, criminal convictions, unprofessional/inappropriate workplace conduct and other factors may also be grounds for immediate disqualification.

PAY AND BENEFITS

SNOPAC 9-1-1 offers highly competitive compensation and benefits programs.

Medical, dental and vision benefits

Generous paid time off program

10 paid holidays

Public Employees Retirement System (PERS)

Deferred compensation match

TO APPLY

To apply for this position, please **e-mail** the application packet to hr@snopac911.us. The position will remain open until filled.

The application packet must include:

- 1) a letter of interest describing how you meet the qualifications
- 2) responses to the supplemental questions
- 3) SNOPAC application
- 4) resume

SNOPAC will not accept incomplete application packets. Only applicants possessing the stated qualifications, education and experience will be considered for the position. More information and a full job description, including illustrative examples of work can be obtained from our website at www.snopac911.us.

SNOPAC is an Equal Opportunity Employer

SUPPLEMENTAL QUESTIONS

Please answer the following supplemental questions and attach them in your email with your letter of interest, resume and application. Feel free to create your own document with these questions and answers on them.

1. Briefly recap your experience working in supervisory capacity in a public safety environment.
2. Describe a time when you had to motivate a staff member who was reluctant to undertake an assignment.
3. Describe a time when you had a lead role on a long term/complex project.
4. Provide an example of when you identified an opportunity to be innovative. How did you find the opportunity and what was the outcome?
5. How do you gain agreement and cooperation from a diverse set of stakeholders? Provide an example of when you did this successfully.