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# NEWTON COUNTY CENTRAL DISPATCH CENTER

308 N. JEFFERSON ST

NEOSHO MO 64850-1554

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## **JOB POSTING: 9-1-1 COMMUNICATIONS CENTER OPERATIONS MANAGER**

**Annual Salary Range: \$45,000 - \$52,000 depending on experience (paid bi-weekly)**

Job Posted 15-September-2023

Expires: 29-September-2023

### **OPERATIONS MANAGER JOB DESCRIPTION:**

- Maintains required certifications, completes continuing education assignments & attends training courses offered.
- Oversees training of all dispatchers and warrants clerks; prepares & maintains training standards in accordance with International Academies of Emergency Dispatch (IAED) protocols. Maintains training files and all training documentation.
- Prepares and maintains budget for training, fuel, meals and lodging.
- Oversees MULES systems, security & operations; serves as Central Dispatch Training and Compliance (TAC) Officer, attending meetings and training as required. Maintains MULES certification.
- Oversees Warrants Department which enters city and county warrants into MULES & RMS after gathering supporting documentation; tracks and coordinates warrants from issuance to completion; files warrants and related paperwork; validates computer entries in accordance with state and federal laws; assists courts, Prosecuting Attorney and field officers in person or by phone with MULES entry validations, service and removal; Assists with MULES policies, procedures and other business related to MULES entries. Supervises and evaluates Warrants Clerks, oversees workload and job training.
- Identifies, plans for and completes ongoing training needs and opportunities.
- Assists with Quality Assurance program, maintaining related files and documentation.
- Attends meetings, conferences and workshops as needed.
- Maintains proficiency in dispatch skills and may be called on to dispatch in unusual circumstances.
- Assists the Director during hiring process of new employees.
- Investigates complaints and maintains feedback files.
- Miscellaneous duties as assigned.

### **REQUIREMENTS:**

- Minimum 2 years current emergency dispatch experience or 3 years related public safety experience.
- High school diploma or equivalent certificate.
- Ability to communicate professionally in person, by phone or by email.
- Must pass criminal history background investigation.
- Must pass drug screening and audiology test.
- Current EMD & EFD certification or must attend and pass all required IAED certifications training.
- Current CPR certification or must attend & pass training.
- Current NIMS 100, 700, Haz-mat Awareness training, or must attend and pass training.
- Current MULES certification or must attend and pass training.
- Must have good organization and listening skills.
- Successful candidate will receive any necessary training at our expense.

### **BENEFITS:**

- 72 hours paid sick leave per year, usable after 90 days.
- 40 – 120 hours paid vacation per year depending on years of service.
- 13 paid holidays per year.
- Pension plan (fully vested after 8 years), 401a and 457 retirement plans with matching option (.50 on the dollar up to 6%).
- Paid employee health insurance with additional options available plus HSA.
- Employer paid employee life insurance (\$25,000 + \$10,000) with optional additional amount for employee and dependents available at reasonable rate.
- Dental, Vision, and AFLAC available.
- Newton County contributes approximately \$10,000 per year for these guaranteed benefits for each full-time employee.

Apply online at <https://www.nc-cdc.org/apply-for-employment/> or in person at 308 N. Jefferson St, Neosho MO  
Monday thru Friday 8 AM to 2 PM.