

**J O B O P P O R T U N I T Y  
CITY OF MANSFIELD, OHIO**

**ORDINANCE: 18-001**

**POSTING DATE: 01/04/19**

**DEADLINE DATE: 01/10/19**

**OPERATIONS SUPERVISOR**

The City of Mansfield, Ohio, Director of Human Resources announces the opening of the following position in the **PUBLIC SAFETY COMMUNICATIONS CENTER DIVISION:**

**POSITION**

Operation Supervisor

**ANNUALLY SALARY RANGE**

\$36,750 - \$63,000

**GENERAL STATEMENT OF DUTIES:**

Under administrative direction, directs Public Safety Communications Center division of public safety division; directs personnel functions of division and exercises direct authority over all operations of center. Performs related duties as required.

**EXAMPLES OF WORK (ILLUSTRATIVE ONLY):**

Directs Public Safety Communication Center division; exercises direct authority over division in accordance with city policy and procedures; assists in development of, communicates and implements policies, goals and objectives; prepares and collects data to forecast budgetary needs and assists in preparing and revising budget requests; monitors and controls expenditures; recommends specifications for major equipment and material purchases; prepares and maintains confidential information; prepares periodic reports for and maintains contact with other divisions (e.g. police, fire, etc.) and external agencies (e.g. F.C.C. etc.)

Directs personnel functions; analyzes and evaluates organizational structure and recommends and initiates changes; implements and enforces personnel policies and procedures; oversees and evaluates training programs; observes and evaluates performance of supervisory personnel; hears and resolves grievances; conducts disciplinary hearings and recommends and implements discipline; authorizes payment of division payroll; authorizes leaves of absence and overtime; participates in employee selection process.

Plans, directs, oversees and performs public safety communications functions; analyzes and evaluates efficiency of operations, procedures, training, equipment and manpower; develops and implements plans and procedures to ensure efficient operations; assigns tasks, provides direction and ensures work complies with division standards; sets priorities and allocates funds and personnel; establishes and implements record and document maintenance systems and procedures; oversees and performs duties of telecommunicator as needed.

## **DESIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of: (1) city and division goals and objectives; (2) city and division policies and procedures; (3) safety practices and procedures; (4) FCC rules and regulations; (5) public safety radio dispatching procedures; (6) LEADS computer operation; (7) geographic layout of jurisdiction; (8) employee training and development; (9) supervisory principles and practices; (10) budgeting; (11) records management; (12) 911 terminal operating procedures; Skill in: (13) typing, (14) data entry, Ability to: (15) interpret a variety of instructions; (16) exercise independent judgment; (17) recognize unusual or threatening condition and take appropriate action; (18) calculate fractions, decimals and percentages; (19) compile and prepare reports; (20) use proper research methods to gather data; (21) communicate effectively; (22) interview job applicants; (23) handle sensitive inquiries from and contacts with officials and general public; (24) resolve complaints; (25) demonstrate manual dexterity.

## **ACCEPTABLE EXPERIENCE AND TRAINING:**

Completion of secondary education or equivalent and five years of progressively responsible telecommunications experience, including supervisory responsibility, or equivalent combination of training and experience.

## **LICENSE/CERTIFICATION REQUIREMENTS**

You must possess or be able to obtain LEADS certification and must possess and maintain a valid Ohio Driver's License.

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The specific statements shown in this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

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**APPLICATIONS FOR THIS POSITION WILL BE ACCEPTED IN THE HUMAN RESOURCES OFFICE. "WE ARE AN EQUAL OPPORTUNITY EMPLOYER; WE DO NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN OR DISABILITY."** NONJOB (44)