



Employment Opportunity

Columbia 9-1-1 Communications District Announces a Position Vacancy for Operations Manager

December 23, 2021

The Columbia 9-1-1 Communications District, St Helens, Oregon is seeking a full-time Operations Manager. Columbia County, with a population of approximately 52,500, covers approximately 687 square miles of the beautiful Northern Oregon region. Columbia County has 62 miles of Columbia riverfront with deep water ports. The Columbia River is a major route for ocean going vessels and is a popular playground for fishing, boating, camping and windsurfing. Columbia 9-1-1 Communications District is a unique 9-1-1 center in Oregon in that we are one of only four, 9-1-1 Special Districts who do not charge any user fees to our police, fire and EMS agencies. C911CD is a small but very busy 9-1-1 Emergency Services Dispatch Center which handled 67,800 Calls for Service and 75,000 Phone Calls in 2020.

Minimum Qualification Requirements

Minimum Qualifications:

- No disqualifying criminal history
- Valid Driver's License and proof of vehicle insurance
- Education – High school graduate or equivalent
- Experience:
 - A minimum of five (5) years' supervisory experience within a demonstrable high-level performance emergency communications center operations division, or any satisfactory equivalent combination of experience and training which provides the required knowledge, skills, and abilities
 - Substantial experience, knowledge and understanding of the operations, facilities and systems necessary for the delivery of public safety emergency and non-emergency communication services
 - Demonstrate knowledge of public safety communication methods and practices, including dispatching radios, multi-line telephone systems, computer technology, terminology and procedures used by police, fire and emergency medical services.
 - Maintain familiarity and qualifications to work a Communications Specialist duty position when necessary. Must hold DPSST Basic Telecommunicator and Basic EMD certificates.

- Must hold a valid Supervisory Certificate in the State of Oregon (DPSST)
- Must be able to obtain Management certification from DPSST within two (2) years
- Completion of either FTEP or CTO training courses
- Ability to effectively manage and direct employees
- Ability to learn and implement the policies, practices and procedures of the District and make independent decisions and solve problems pertaining to areas of responsibility
- Ability to effectively use oral and written English communication in the performance of duties and responsibilities

Essential Job Functions:

The Operations Manager of Columbia 911 provides direct supervision of the communications center staff to ensure adherence to District policies, procedures and quality assurance standards.

Responsibilities include but are not limited to:

In processing of newly hired Communication Center staff, managing the District Communications and ensuring training and recertification requirements are met, conducting employee evaluations. This position is the lead point of contact for the Community Notification System.

The Operations Manager is the key point of contact for all dispatch related issues. Be that from our police, fire and EMS users, to the general public. The Operations manager conducts regular scheduled meetings with the county law enforcement sergeants and is an active participant on the county wide Fire Defense Board and is expected to provide a monthly report to the District's Board of Directors.

Additional Job Requirements:

- Working knowledge of Microsoft Windows, Microsoft Word, Excel, and PowerPoint
- Have a demonstrated ability in leadership and supervision
- Excellent organizational skills and time management
- Flexibility to work with others on projects
- Must be able to remain calm in high stress situations

Position Facts of Interest

- Salary range \$5,576 - \$7,117 monthly with full benefit package including health insurance, sick and vacation earned leave and public employee retirement (PERS) as well as participation in a deferred compensation plan and a tax-advantaged health reimbursement plan

Process

All Applicants:

- Application Review
- Interview
- Offer

External Applicants:

- All above +
- Background Investigation
- Medical / Drug Screening
- Start Date

To Apply

All Applicants:

- A letter of introduction, that shall include:
 - A summary of your work history and qualifications
 - Why you are interested in this Operations Manager position and what makes you an ideal candidate and how you can bring enhancements to this organization.

*****External Applicants:**

- Submit a complete C911CD application, which can be obtained at www.columbia911.com

****** This position is being posted to any / all interested internal applicants for two (2) weeks. Job Posting commences Monday December 27th**

External posting will commence **Monday January 10th**

DEADLINE - ALL POSTING CLOSE January 23rd at 18:00

Questions?: Mike Fletcher, Executive Director, Columbia 9-1-1 Communications District, PO Box 998, St. Helens, OR 97051; mfletcher@columbia911.com This vacancy is open until filled.