

# Operations Manager



TO: Board of Directors  
Mike Fletcher, Executive Director  
FROM: Dannell Hooper, Operations Manager  
Also reporting for Executive Director  
SUBJECT: March 2024 Update

	Budgeted	Actual
Lead Dispatchers	3	3
Full-time Communications Specialists Currently In Training: 1	13	7
Part-time Communications Specialists	1	0 (2 PT = 1)
Total:	17	10

## STAFFING:

- Hiring Update
  - Madison started March 12<sup>th</sup>, 1 applicant to start in April, 1 to start July 8<sup>th</sup>.
  - Entry Level hiring opening April 1<sup>st</sup> – already receiving interest.
- Gibson Coy resigned after almost 6 years to work at a neighboring center. We wish him the very best.

## Training:

- Trainees
  - Madison is working through in house academy and doing well in her first couple weeks.

## MISC:

- PowerDMS update – Launch expected late April or May
- Lead Dispatcher promotions
- SCGI, Stuart Consulting Group, Inc. School of Leadership, Class of 2024 (March – November 2024)  
Nine (9) 3.5 – hr. sessions, once per month, designed to create clarity and alignment among all leaders within the agency and to enhance leadership, management, and supervisory skills. This course will be designed to include anyone with supervisory, management, or lead responsibilities. It will cover at least the following:
  - Self-management skills, including how to become resilient
  - How to lead in the unique work environment of an Emergency Communications Center
  - How to manage conflict and solve complex problems on the fly
  - The high cost of a negative workplace
  - How to create and maintain an intentionally healthy culture
  - How to address performance problems
  - Challenges of leading different workplace generations
  - The Discipline of Direct Communication