



Operations & Communications Center Administrator

Department: Public Safety

DESCRIPTION

serves as the organizational backbone of the Lycoming County Department of Public Safety. Functioning as the primary operational support to the Director of Public Safety. This role ensures that multi-divisional projects, internal communications, documentation, and administrative workflows move forward with consistency and accountability.

This is not a supervisory or command position; it is a coordination and execution role. The Operations Administrator keeps the Director on track, manages cross-divisional project logistics, safeguards sensitive information, and enables the Director to remain externally and publicly focused while still addressing operational items. The ideal candidate brings strong organizational instincts, discretion, and the interpersonal intelligence to navigate a complex multi-agency environment.

This position is also the liaison between the Communications Center Manager and the users of the Communications Center, to include: the public, Police Departments, Fire/EMS departments, legal offices, and other County departments. This position is required to handle lengthy time-sensitive tasks in a confidential manner, with skill and efficiency, and will have a direct impact on public safety.

ORGANIZATIONAL CONTEXT

The Department of Public Safety currently operates across four divisions: 9-1-1 Communications Center, Emergency Management Agency (EMA), Regional Emergency Management Services (EMS), and Geographical Information System (GIS), in consolidation. Each division has a designated manager or program lead. The Director carries full departmental span of control.

The volume and complexity of concurrent initiatives, grant cycles, policy development, inter-agency coordination, and personnel matters require dedicated operational support. This position exists to provide that support in a structured, trustworthy, and proactive manner.

ESSENTIAL FUNCTIONS

Project and Initiative Coordination

- Track active projects, deadlines, and deliverables specifically in the Communications Center, and also across all DPS divisions.
- Maintain a departmental project register and provide the Director with regular status summaries.
- Coordinate cross-divisional tasks that require input or action from multiple managers.
- Follow up on delegated action items on the Director's behalf and ensure timely closure.

Meeting and Schedule Support

- Prepare agendas, pre-reads, and follow-up documentation for internal and external meetings.
- Attend key meetings alongside the Director; capture notes, action items, and decisions.
- Maintain the Director's calendar and flag scheduling conflicts or preparation gaps in advance.

Documentation and Administrative Operations

- Draft, format, and organize correspondence, reports, policies, and presentations as directed.
- Maintain organized filing systems for contracts, grants, personnel records, and operational documents.
- Coordinate routing of documents for signatures, approvals, and distribution.
- Support grant administration logistics including tracking deadlines, gathering documentation, and coordinating submissions with the Director and external partners.

Communications and Stakeholder Coordination

- Serve as an initial point of contact for inquiries directed to the DPS Director's office.
- Coordinate communication flow between the Director and division managers, county departments, and external agencies and Maintain databases for police agencies, fire departments, and other affiliated departments.
- Assist in preparing materials for Commissioner briefings, public presentations, and partner communications.

Confidentiality and Information Stewardship

- Handle sensitive personnel, legal, and operational information with absolute discretion.
- Understand the boundary between information that requires director-level response and routine administrative matters.
- Safeguard access to personnel files, incident documentation, and inter-agency communications in compliance with applicable law and county policy.

Communications Center Functions

- Assist with timesheets and payroll record keeping
- Act as Communications Center backup for “background” tasks during high call volumes
- Maintain Fire, EMS, Police, Telephone, Internal, and County Policy Manuals
- Handle daily accounting tasks such as: Requisition Requests, Purchase Orders, internal and external Invoices, Coding Slips, and completes Journal Entry Requests and Fund Transfers, as needed. Document outgoing funds categorically via spreadsheet for fast and accurate access, and bill agencies for services provided by the Communications Center.
- Assist Communications Manager with Preparation of the yearly PEMA Combined report
- Interface with new and existing Competitive Local Exchange Carriers (CLEC’s) and report new CLEC’s to PEMA for proper accounting documentation which insures correct revenue collection.

WORKING CONDITIONS

Primarily Office-based at a DPS administrative location with occasional travel to other County facilities, partner agency meetings, or community events. May be required to support activities during declared emergencies or planned large-scale events.

Standard County business hours, with periodic flexibility expected upon operational demand; when required, this employee is to be available on pager on a 24 hour a day basis and expected to respond to the Communications Center in case of a disaster or emergency.

SUPERVISORY RESPONSIBILITY

None. Coordination authority is limited to logistics, documentation, and project tracking on behalf of the Director.

JOB QUALIFICATIONS

REQUIRED

- Bachelor's degree in a related field and two (2) years of related experience.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and standard office productivity tools.
- Strong organizational skills with the ability to manage multiple concurrent priorities without losing detail.
- Effective written and verbal communication skills, including the ability to draft professional correspondence independently.
- Demonstrated ability to handle confidential information with discretion and sound professional judgment.
- Reliable time management and the ability to self-direct work without close supervision.
- Interpersonal aptitude to work effectively across divisions, with county leadership, and with external agency partners.
- Valid Pennsylvania driver's license and ability to operate Public Safety vehicles or other vehicles.
- Must submit to and pass a drug screening and background check per County policy.

PREFERRED (not required for hire)

- Prior experience in a public sector, public safety, or government administrative environment.
- Familiarity with grant documentation or compliance tracking processes.
- Experience supporting executive or director-level leadership.
- Comfort with project management concepts and the ability to learn department-specific systems.

Company Description

County of Lycoming is a county in the U.S. Commonwealth of Pennsylvania and comprises the Williamsport Metropolitan Area. Lycoming is Pennsylvania's largest county by area and is a great place to live and work, offering outdoor adventures, history and culture, and sporting events.

Providing quality customer service to our citizens, business owners and visitors is County of Lycoming's top priority and that starts with our employees.

We offer an award-winning comprehensive benefits package, including generous paid holidays and vacation, a deferred benefit retirement plan, deferred compensation retirement plan availability, affordable medical and dental coverage, innovative wellness programs, extensive professional development opportunities, and more.

County of Lycoming is an Equal Opportunity Employer

This Organization Participates in E-Verify

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