



## Operations Professional of the Year

The ***Operations Professional of the Year Award*** recognizes an outstanding Supervisor who has demonstrated consistently exceptional knowledge and skill in the management or administration of programs and staff in a public safety or 9-1-1 communications center.

### **Eligibility Criteria:**

Nominees must have been employed in the applicable category by a public safety agency or 9-1-1 administrative entity anytime between January 1, and December 31 of the prior calendar year. Membership is encouraged; however, nominees do not have to be members of NENA to participate. Persons submitting a nomination or being nominated must be residents of Texas.

### **Award Recipient Receives**

- Conference registration
- One night hotel accommodations

### **Qualities:**

- Plans, organizes, establishes objectives; resolves difficult and complex operational issues; participates in the administration of a Communications Center, and supervises one or more employees.
- Is familiar with all operations and functions expected of subordinates and demonstrates that knowledge on a regular basis.
- Monitors and evaluates staff performance for completeness, accuracy, and compliance with established policies and procedures.
- Recognizes performance issues and takes appropriate measures to correct, or praise employees.

- Is able to prioritize and organize operational functions quickly and makes appropriate decisions in stressful situations.
- Recognizes and mitigates potential issues within, or affecting, the Communications Center and is able to diffuse tense situations.
- Maintains a professional attitude at all times and ensures employees maintain the same.
- Promotes a positive working relationship with subordinates as well as supervisors, co-workers, and other professional entities.

**Questionnaire:**

Nominators – **Please answer each question on this form individually under the questions.** Nominations will not be accepted unless all questions are answered.

1. Provide nominee's agency's name, staffing levels, size, and discipline (law, fire, EMS, PSAP, etc.).
2. How long has the nominee been at this job or another public safety communications position?
3. Describe how the nominee demonstrates his/her knowledge of the profession. Provide an example of how the nominee may go above and beyond what may be required of an individual in this position.
4. In one page or less, describe why the candidate should receive the Texas NENA Operations Professional of the Year award.