

Public Safety Dispatch Shift Supervisor

The Johnson County Joint Emergency Communications Center (JECC) is seeking a Public Safety Dispatch Shift Supervisor to join our team. This is a supervisory position, which supervises the daily activities of Emergency Services Dispatchers and Call Takers on an assigned shift. This position requires previous supervisory experience in a 9-1-1 Dispatch Center as a LEAD dispatcher or Shift Supervisor. Knowledge and use of a P-25 trunked radio system, CAD and 911 phone system is desired.

ESSENTIAL DUTIES OF POSITION (The following are required)

Under the general supervision of the Dispatch Operations Manager, the shift supervisor performs professional and technical work supervising the evening/overnight shift operations and dispatch personnel of the public safety communications center and perform other duties as required.

The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be assigned.

- ❖ Inspects work in progress to ensure conformance with procedures.
- ❖ Assists in gathering and collating information to be used for the development and production of standard operating procedures for the communications center.
- ❖ Knowledge and use of 9-1-1 communications and P25 trunked radio systems.
- ❖ Assists with Payroll
- ❖ Evaluates the performance of Dispatcher I's and Dispatcher II's.
- ❖ Delegate work, resolve conflicts, train, develop and motivate employees.
- ❖ Assists the Dispatch Operations Manager and Executive Director in evaluating personnel for hiring and disciplinary action.
- ❖ Quality Assurance of Emergency Medical Dispatch (EMD) calls for service.
- ❖ Meet with evening and overnight employees on quality assurance issues and complaints.
- ❖ Responsible for validations and delegation of such duties.
- ❖ Runs reports in CAD to determine benchmark and goal achievements.
- ❖ Assists the Dispatch Operations Manager with evaluations of evening and overnight personnel.
- ❖ Assist with implementing new and revised policies and procedures.
- ❖ Oversee all monthly training and dispatcher certification expirations.
- ❖ Responsible for any emergent scheduling needs that may arise during the shift.
- ❖ Perform duties, tasks and projects as assigned by the Dispatch Operations Manager.
- ❖ Perform in any capacity associated with the dispatch center operations.
- ❖ Expected to temporarily perform duties outside of normal classification in the event of a declared emergency. In the event that an employee is excused from work other than being sick, they will be required to report to work in a state of declared emergency.

REQUIRED KNOWLEDGE AND ABILITIES

1. Knowledge of law enforcement, firefighting and emergency medical services dispatching procedures over radio, telephone and data equipment;
2. Thorough knowledge and use of Enhanced 9-1-1, Text to 9-1-1 (T911) and Next Generation 9-1-1 (NG911) systems, CAD/RMS systems and P25 trunked radio systems.

3. Knowledge of supervisory principles and practices of employee supervision in an emergency communications center environment.
4. Knowledge of the principles, practices, and techniques of negotiating and conflict resolution, leadership, communication skills and group dynamics.
5. Ability to read, write and speak English fluently; speak clearly; hear and understand radio, telephone and verbal communications; maintain accurate records and to communicate effectively both orally and in writing.
6. Ability to effectively supervise, assign, train, coordinate, and evaluate the work of line staff; and to investigate and handle any personnel concerns of the staff.
7. Ability to obtain and retain all necessary certifications, memberships, and requirements of the position;
8. Ability to operate a personal computer using program applications (ie: Word processing, spreadsheets, databases and Internet) appropriate to assigned duties and responsibilities;
9. Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology.
10. Ability to respond to emergency situations, work a varied and flexible schedule and report to work during inclement weather.
11. Ability to establish and maintain effective working and public relations to accomplish job responsibilities.

QUALIFICATIONS

- Minimum of 3 years' experience as a Public Safety Dispatcher.
- Prior Public Safety Dispatch supervisory experience preferred, but not required.
- Ability to pass and maintain IOWA System/NCIC certification, CPR, Emergency Medical Dispatch (EMD) and EMD Quality Assurance (EMD-Q) certifications.
- Completion of Supervisor Course from NENA or APCO preferred, but not required.

Starting Salary Range is \$69,000.00 to \$74,000.00 annually depending on experience.

To apply, submit resume and cover letter to employment@jecc-ema.org or by mail to the following address by end of business on Tuesday, November 23rd, 2021. No phone calls please.

**Tom Jones, Executive Director
Joint Emergency Communications Center
Re: Public Safety Dispatch Shift Supervisor
4529 Melrose Avenue West
Iowa City, IA 52246**

The Joint Emergency Communications Services Association is an affirmative action equal opportunity employer.