

Berkeley County (South Carolina) Government
• JOB OPENING •

SHIFT SUPERVISOR (PS100439)

DEPARTMENT: COMMUNICATIONS

JOB SUMMARY/ESSENTIAL FUNCTIONS: Serves as a shift supervisor and assures that all employees are in compliance with established Standard Operating Procedures. Schedules job assignments within the shift, monitors work in progress, takes corrective actions as needed and provides performance feedback. Will also serve as the first link to emergency response services by answering and dispatching routine and emergency calls to police, fire and emergency medical units and agencies. Maintains a log of radio transmissions, telephone calls, and other pertinent information and facts and inputs them into a computer. Operates NCIC machine to retrieve license registration information and outstanding warrant information. Performs other related duties as assigned.

QUALIFICATIONS:

- Must be 18 years of age or older.
- High school graduation or equivalent and three (3) years related experience. Supervisory experience preferred.
- Personal computer experience. Computer aided dispatch (CAD) software preferred.
- Data entry score of 50, telephone skills score of 50, reception/phone skills test of 50, and typing test score of 20 cwpm preferred. (Those who best meet the basic qualifications of the position will be contacted for testing if a valid adequate score is not already on file.)
- CPR Certification.
- SC Certification as a 911 Telecommunicator.
- Certification as Emergency Medical Dispatcher and NCIC terminal operator.
- Willingness to attend training classes anywhere in the continental U.S.
- Knowledge of automated telephone system.
- Personal computer experience. Computer aided dispatch software.
- Knowledge of fire/EMS/police terminology preferred.
- Must be articulate and with the ability to communicate clearly and distinctly by phone, radio, and in person in a semi-noisy environment.
- Must be able to remain calm and think clearly to make critical decisions and exercise good judgment in stressful situations while multi-tasking.
- Must be detail-oriented with the ability to work in a fast paced environment.
- Must not have been convicted of a crime in which a sentence of one (1) year or greater could have been imposed by the Courts. A criminal background check will be completed on selected applicant if a current one is not on file.

- Departmental testing may be administered during interview.
- Completed degree(s) beneficial to the position may be partially considered as work experience.

PHYSICAL REQUIREMENTS:

This position requires the employee to frequently sit and use hands to handle, or operate objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear. The employee must occasionally lift and/or move up to ten (10) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Subject to sitting and telephone usage for prolonged periods of time. Continuous exposure to noise from various sources. Busy environment with personnel under pressure in highly stressful situations.

SAFETY INFORMATION/DUTIES:

This is a safety sensitive position and subject to random drug and alcohol testing. All employees holding such jobs or requesting promotion or transfer to such jobs are subject to drug testing.

Attends all required safety training, follows safety policies and procedures and uses appropriate PPE (Personal Protective Equipment) for assigned tasks.

HOURS OF WORK/MISCELLANEOUS INFORMATION:

This position is classified as non-exempt. Currently, this position works 12 hour shifts. Must still be able to work flexible hours, including mandatory overtime. Must be able to work day or night shifts, weekends, and holidays as scheduled or needed due to the 24-hour operation of the center. Shifts are subject to change but the attempt is made to maintain as much schedule stability as possible. Scheduled hours/days, job location, duties and any other information contained herein is subject to change. May be required to work extra hours and to perform extra or different duties during emergency situations.

Please visit our Web site at www.co.berkeley.sc.us for an application or contact the Human Resources Department at 1003 Highway 52, Moncks Corner, SC (719-4163); Charleston (723-3800 ext. 4163), St. Stephen (567-3136 ext. 4163).

Berkeley county government is an equal opportunity employer and does not discriminate on the basis of race, religion, color, sex, age, national origin or disability.

Shift Supervisor - Grade C27

Entry Base Level Bi-Weekly Salary: \$1,217.04 (with guaranteed overtime): \$1,338.74

Date of Posting: 02/23/09

Qualified employees of Berkeley County (SC) Government will be given priority consideration for position vacancies. Human Resources will post this position for a minimum of three days and up to ten days. The posting can be withdrawn after three days depending on the number of applications received.