

**NOTICE OF POSTING**  
**POSTING DATE: 01/30/07**  
**CLOSING DATE: 02/26/07**

Recruitment of external applicants is underway concurrent with this posting. Applications are available at City Hall Room 309. Send résumé via mail or FAX (617-349-4312). Cambridge residents are especially encouraged to apply.

**POSITION & DEPARTMENT:** Emergency Communications Supervisor,  
Administration and Training  
Emergency Communications Department #M374-003

**CIVIL SERVICE:** subject to civil service rules and regulations

**HOURS OF WORK:** 40-hour workweek, rotating shifts required

**UNION AFFILIATION:** None

**SUPERVISION EXERCISED:** Administrative and Training supervisor. Responsible for supervision of personnel in training and administrative duties at the Emergency Communications Department. Oversee and perform Emergency Communications Training and Administrative programs, processes, and procedures. After training also serve as a backup Communications Supervisor in the Emergency Communications Center to supervise personnel in the performance of call answering, dispatching, and all other duties.

**DUTIES AND**

**RESPONSIBILITIES:** Supervises, coordinates and performs a wide range of training and administrative duties as assigned. These duties can be divided into 4 main functional areas: training duties, administrative duties, quality control duties and special project duties. In the area of training, the position will develop, schedule, coordinate, manage, and conduct various pre and in-service training courses for the department. The position will plan and develop training materials. The position will promote and manage certification programs in various specialties. The position will coordinate with other dispatch agencies, training organizations, the SETB, and professional 911 dispatch organizations and associations to ensure that Cambridge 911 dispatch training methods, courses, certifications, and materials conform to best practices. In the area of quality control, the position will develop, oversee, coordinate, and conduct various quality review and quality control activities of the department including EMD and other call review. In the area of administrative duties, the position will be responsible for a wide range of administrative duties as assigned by the Chief of Operations and the Director. These include involvement in supporting the personnel, scheduling, budgeting, and procurement systems of the department. In the case of special projects, the position will

be available to plan, manage and successfully execute, often on short notice, various projects of an emergency and routine nature. These projects will involve extensive collaboration with persons in various city, state, and regional agencies as well as with vendor personnel.

After training and the approval of the Chief of Operations, the position may also serve as a backup or fill-in line Emergency Communications Supervisor and perform any and all duties of that position.

**MINIMUM REQUIREMENTS:** High School Diploma or GED and three years experience as a 911 Dispatcher in a Public Safety Answering Position (PSAP). Bachelor's degree from a 4 year accredited college or university and experience as a head, lead, or supervising dispatcher in a full service 911 and combined dispatch center preferred. Certifications and experience in 911 dispatch training, PSAP quality review, and related specialties also preferred.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Demonstrated ability to plan and execute projects to achieve specific goals. Demonstrated ability to conceive, write, and promulgate written memos, policies, plans, and training materials. Demonstrated ability to seek best practices to the solution of problems. Demonstrated ability to make oral presentations to a variety of audiences including the general public. Demonstrated ability to collaborate effectively with a wide range of personnel from both within and without the public safety community when working on projects, training programs, administrative matters, or quality control programs. Demonstrated maturity of judgment. Demonstrated and effective approach to quality control and customer service. Considerable knowledge of effective supervisory principles and practices; of modern methods, practices and techniques of emergency communications work; of computers and computer software in a public safety environment; of public safety dispatching functions and available resources; and of specialized equipment and systems used in emergency communications. Considerable skill in developing and administering effective training programs to personnel and in supervising and motivating personnel.

**SELECTION PROCESS:** Process involves oral panel, performance review and other selection techniques.

**RATE:** \$26.645-\$31.153/hr

**APPLICATION PROCEDURE:** Internal applicants, submit job bidding form and **2 copies** of **both** your resume and letter of interest; external applicants, submit **2 copies** of **both** your resume and letter of interest by **8:00 pm** on the closing date to: Personnel Dept, Room 309, City Hall, 795 Massachusetts Avenue, Cambridge, MA 02139. Fax: (617) 349-4312. Email: employment @ cambridgema.gov.

**THE CITY OF CAMBRIDGE IS AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER. WOMEN, MINORITIES, VETERANS AND PERSONS WITH DISABILITIES ARE ENCOURAGED TO APPLY. CITY OF**

**CAMBRIDGE RESIDENTS ARE ESPECIALLY ENCOURAGED TO APPLY.**