

KENOSHA CITY/COUNTY JOINT SERVICES
1000 55 Street
Kenosha, WI 53140

911 COMMUNICATIONS CENTER ASSISTANT MANAGER

Internal and External Hiring Process

GENERAL STATEMENT OF DUTIES: The 911 Communications Center Assistant Manager is an exempt position reporting to the Communications Manager. The person in this position is responsible for the technical operations of the Communications Center, and, in addition, assists the Communications Manager with planning, organizing, coordinating, and directing the communications functions and dispatch functions for police, sheriff, fire, and emergency services operations in Kenosha County. The Assistant Manager generally works Monday through Friday but will be required to work other schedules and/or be on call to accommodate operational needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (not limited to)

- Performs the work of the Communications Manager in the manager's absence; Configures and maintains the computer-aided dispatch system, especially regarding annexations, address changes, run orders, automatic response areas, grids and beats; and new and changed CAD features;
- Plans, implements, and maintains other technological systems in the department including the 911 phone equipment, radio equipment, mapping system, paging system, master street address guide, TIME system and recording system;
- Keeps current with technological trends for communications centers and makes recommendations to the manager;
- Works with the manager to develop the operational budget; purchases or assists in purchasing supplies and equipment; prepares and/or assists in the preparation of requests for proposal, and prepares and/or assists in the preparation of grant-related requests;
- Compiles various statistical/administrative data; makes applicable calculations; analyzes data and identifies trends; prepares/generates reports and charts; maintains records;
- Maintains the back up center including evacuation plans, technological systems, forms, and supplies; Makes tapes and provides information to the public safety agencies and citizens in accordance with the open records laws;
- Coordinates the emergency medical dispatch system including policies and procedures, computer applications; and the continuous quality improvement program;
- Serves as a liaison between the communications center and MIS, County IS, Emergency Management, law enforcement and fire and rescue agencies regarding CAD, and the appropriate maintenance provider of the technological systems used in the communications center.
- Attends various meetings, serves on committees, makes speeches or presentations, and attends agency coordination meetings.
- Assists with dispatching functions in an emergency which may include operating communication equipment and computers; screening/processing emergency 911 calls, dispatching appropriate agency personnel to incident locations, coordinating communications with/between callers and responders and maintaining records of calls and work activities; Performs related tasks as required.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES: Shall include, but are not limited to, the same as are required for the position of Joint Services Public Safety 9-1-1 Dispatcher and, in addition, comprehensive knowledge of emergency communications systems including radios, phones, mapping, computer aided dispatch, and recording, and the ability to operate all related equipment; general knowledge of sheriff, police, fire, and EMS procedures and knowledge of appropriate state and federal legislation and mandates; ability to plan and supervise the work of others; ability to use word processing and spreadsheet software applications; skill in preparing and presenting comprehensive reports; ability to establish and maintain effective working relationships with a wide range of executive, departmental, and public representatives.

All applicants will be required to pass a series of qualifying tests to include but not limited to a written examination, keyboard test, a records and background investigation, oral interview, psychological examination, and drug screening. All qualifying applicants will receive consideration for employment without regard to age, race, creed, color, sex, national origin, disability, or political affiliation. Residency within a defined perimeter must be established 90 days after successful completion of the probationary period. The residency policy and map be viewed upon request.

EDUCATION AND EXPERIENCE: Minimum of a high school diploma or G.E.D; minimum of five years of dispatching/call taking experience in a 911 consolidated Communications Center, two of which have been spent in a supervisory capacity; knowledge of computer aided dispatch systems, 911 telephone systems, radio equipment, and wireless systems including mapping applications and GIS data; additional field experience or education in law enforcement, fire, EMS, or other relevant applications is preferred.

PHYSICAL REQUIREMENTS: This is sedentary work requiring the exertion of up to 50 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects; work requires reaching, bending, walking, lifting, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound, visual acuity is required for preparing and analyzing written or computer data, operation of machines, detecting color differences, and determining the accuracy and thoroughness of work. The worker is not subject to adverse environmental conditions.

APPLICATIONS: Kenosha City/County Joint Services will accept applications until 4 p.m., Thursday, July 2, 2009. In addition to a properly completed application form, applicants are required to submit a cover letter and current resume. Please include any supervisory or other relevant experiences. A written test and data entry test may be required. Interviews will be conducted. Interested persons may pick up and return applications in Room 100 or at the Public Information Counter in the Kenosha County Public Safety Building, 1000 55 Street, Kenosha, WI 53140. Applications may also be available on-line at www.kccjs.org. Applications are subjected to a screening process. Any application not completely and accurately filled out may be disqualified.

SALARY AND FRINGE BENEFITS: Effective January 1, 2009, the pay range for this position starts at \$51,459 to a maximum of \$60,320 after 48 months. Health and dental insurance premiums, group life insurance, and the employee's share of retirement contributions are paid for in full by Joint Services. Sick leave, vacations, and Social Security benefits are provided.