

KENOSHA JOINT SERVICES

1000 55 Street

Kenosha, WI 53140

PUBLIC SAFETY COMMUNICATIONS SHIFT SUPERVISOR

Internal and External Hiring Process

GENERAL STATEMENT OF DUTIES: The 9-1-1 dispatch supervisors are responsible for directing and supervising the employees and the work performed during a shift in the Joint Services Communications Center. Work in this classification allows limited independence under the general direction of the Communications Manager. Supervisors may be required to work beyond an eight-hour day, work various shifts, be on-call, and to respond to work needs during non-duty hours. This is a non-represented managerial position.

ESSENTIAL DUTIES AND RESPONSIBILITIES (not limited to):

Plans, schedules, and reviews the work of the dispatchers; schedules to insure effective and efficient operations; determines work priorities within authorized limits; maintains staffing levels; monitors attendance; documents and maintains personnel work records; evaluates employees; disciplines; adjudicates union grievances at first level; participates in promotional, recruitment, and termination processes.

Leads shift personnel during emergency situations; monitors radio activity and staff response to incoming calls; researches, investigates, and responds to complaints and questions; provides information; troubleshoots equipment.

Coordinates shift changes, communicates with supervisory personnel of adjoining shifts; communicates with supervisory personnel of other public safety agencies; gathers/exchanges information on call activity, problems, special situations, or other areas requiring attention.

Performs administrative functions regarding FMLA, ADA, Worker's Compensation; and/or payroll issues; may be responsible for special projects such as quality assurance, preparing payroll, making tapes, monitoring training or assisting in the maintenance of technological systems, compiles information and submits reports, maintains written and verbal communications with management and employees; directs, manages, and recommends changes in approved work methods, policies, and procedures.

Assists with dispatching functions in an emergency which may include operating communications 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 9-1-1 dispatcher where appropriate, and in addition, knowledge of or the ability to learn and apply accepted supervisory/managerial methods, practices, and techniques; knowledge of or the ability to learn the technological systems in Dispatch; knowledge of and experience in law enforcement, fire, and EMS multi-jurisdictional dispatching; ability to direct, coordinate, and train the work of others; ability to use word processing and spreadsheet software applications; ability to prepare schedules and comprehensive reports; ability to establish and maintain effective working relationships with a wide range of various executive, departmental, and public representatives.

All applicants are required to pass a series of qualifying tests, which may include but are not limited to, a computerized ability test, written examination, data entry test, oral interview, records and background investigation; psychological examination and physical examination inclusive of a drug screening. All qualifying applicants will receive consideration for employment without regard to age, race, creed, color, sex, national origin, handicap, 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 may be viewed upon request.

EDUCATION AND EXPERIENCE: Must have a high school diploma or G.E.D. as a minimum, at least three years work experience in a law enforcement, fire, and EMS consolidated communications center, and at least one year experience in a supervisory position or communications training officer capacity.

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, detecting color differences, operation of machines, and determining the accuracy and thoroughness of work. The worker is not subject to adverse environmental conditions.

APPLICATIONS: Joint Services is a 24 hour, 7 day a week public safety support agency. Applications will be accepted until 2:00 p.m., Monday, October 4, 2010. 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. Interested persons may pick up and return applications 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 \$44,501 to a maximum of \$54,086 after 48 months. Health and dental insurance, sick leave, vacations, and Social Security benefits, flexible spending accounts, deferred compensation, and an Employee Assistance Program are provided. Basic group life insurance and the employee's share of retirement contributions are paid for in full by Joint Services.

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Board Approved 0509

**KENOSHA JOINT SERVICES
1000 55 STREET
KENOSHA, WI 53140**

PUBLIC SAFETY 9-1-1 DISPATCHER

GENERAL STATEMENT OF DUTIES: The Public Safety 9-1-1 Dispatcher provides dispatch and communications operations for law enforcement and emergency service agencies in Kenosha County. The dispatcher is responsible for dispatching the proper agencies in response to requests for assistance by the public and aids in dispatching and coordinating the agencies in accomplishing their official duties. Employees in this position normally work specific shifts that cover a 24 hour period. Work is performed under the general direction of a communications manager and shift supervisors. **This position is subject to mandatory overtime hours.**

ESSENTIAL DUTIES AND RESPONSIBILITIES: (not limited to) Operates radios, telephones, computers, teletype and other electronic communications equipment; gathers emergency and non-emergency related information; determines actions, assists callers, and dispatches appropriate responses; maintains logs and records; and provides information to service units and agencies.

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.

OTHER REQUIRED DUTIES AND RESPONSIBILITIES: Monitors public safety alarms, weather and emergency situations; activates warning systems, pagers, sirens, and notifies persons or agencies of needs or problems; assists in training and performs any other duties required.

ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES: (not limited to) The ability to read, write, and speak English fluently; speak clearly; hear and understand radio, telephone, and verbal communications; vision capable of reading documents and operating the equipment in the work area; ability to sit for long periods of time and work in an enclosed area; ability to remain in control and work under stressful situations; ability to mentally retain information on a short and long term basis; ability to comprehend and follow oral and written instructions and to think and react quickly in all types of situations; ability to organize and execute assigned tasks; ability to compile, analyze, record and assemble data and information in a meaningful and effective manner and make good decisions and judgments; ability to perform several functions in rapid succession or at the same time; ability to tactfully and courteously communicate with callers in emergency situations and/or altered mental states; ability to learn and operate various types of equipment used in the assigned duties; ability to learn and apply the proper methods, techniques, procedures, rules, regulations, and policies governing call taking for multiple agencies; and the ability to data entry at 6200 keystrokes per hour with an accuracy rate of 95%.

All applicants are required to pass a series of qualifying tests including but not limited to a written examination, data entry test, oral interview, records and background investigation; psychological examination and physical examination inclusive of a drug screening. All qualifying applicants will receive consideration for employment without regard to age, race, creed, color, sex, national origin, handicap, 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 may be viewed upon request.

TRAINING AND EXPERIENCE: Must have a high school diploma or G.E.D. and at least one year of responsible work experience. In lieu of one year of responsible work experience, any equivalent combination of training and experience which provides the required knowledge, skills, and abilities will be considered.

SALARY AND FRINGE BENEFITS: *Negotiations in effect.* Effective July 1, 2009, the pay range for this position starts at \$17.36 per hour to a maximum of \$21.78 per hour after 54 months. Shift and other premiums are additional. Health and dental insurance, sick leave, vacations, Social Security benefits, flexible spending accounts, deferred compensation, and an Employee Assistance Program are provided. Basic group life insurance and the employee's share of retirement contributions are paid for in full by Joint Services.