

****PLEASE POST****
*ANY OFFER OF EMPLOYMENT IS CONDITIONED ON THE SUCCESSFUL
COMPLETION OF A PRE-EMPLOYMENT MEDICAL EXAM,
WHICH INCLUDES A PSYCHOLOGICAL TEST, POLYGRAPH, DRUG AND ALCOHOL SCREEN.*

EMERGENCY COMMUNICATIONS OPERATIONS MANAGER LAKE COUNTY (ILL.) SHERIFF'S OFFICE - LIBERTYVILLE

HIRING RANGE

\$53,024 - \$66,560 ANNUALLY

HOURS

1st shift 6:00 a.m. To 3:00 p.m.
2nd shift 2:00 p.m. To 11:00 p.m.
3rd shift 10:00 p.m. To 7:00 a.m.
Permanent shift not assigned

DESCRIPTION OF DUTIES

Under the Director of Emergency Communications performs work of unusual or considerable difficulty while managing the overall operation of the Emergency 911 Communications Center. Reviews, monitors, evaluates, coaches and counsels on employees' job performance with minimal guidelines or review by the Director. Monitors performance, completes employee evaluations, coordinates and conducts various training programs for communications personnel. Recommends disciplinary action and determines a course of action during crisis situations and applies sound judgment to broad policy or procedural guidelines.

DESIRED KNOWLEDGE, SKILLS AND ABILITIES

Manager must possess considerable knowledge of Emergency 911 Dispatch operations, law enforcement practices, Fire, Emergency Medical Dispatch, and call handling skills. Good working knowledge of all equipment, streets and prominent locations. Considerable knowledge of LEADS/NCIC, FCC and EMD protocols and procedures. Considerable ability to think clearly and act quickly in emergency situations, work well under pressure and deal with stressful situations. Ability to gather, organize, translate and process information from various sources. Ability to hear with background noise. Considerable ability to draw reasonable and logical conclusions from information which is dissimilar. Working ability to exercise effective interpersonal skills and considerable ability to lead team members in a positive and productive manner. Ability to insure that communication and specialized equipment are functioning properly and ability to take remedial steps to insure continuous service to the public until the problem can be fixed. Ability to communicate well in written and verbal form.

SUGGESTED TRAINING AND EXPERIENCE

Completion of a minimum of two years of college. A minimum of five (5) years in law enforcement, or public administration. A minimum of five (5) years in public safety (police, fire, EMS and EMD) dispatching duties which include telephone, complaint taking duties utilizing multi-position computer-aided dispatch and Enhanced 9-1-1- Center. Experience in supervising other employees in this environment or an equivalent combination of training and experience which provides the required knowledge, skills and abilities of this position. Possession of or ability to obtain LEADS and EMD certifications.

TO APPLY

Please submit application to the Department of Human Resources, 18 North County Street, 7th Floor, Waukegan, Illinois. For information contact: (847) 377-2700. Fax (847) 625-7410.

Due to the expected volume of applications, we hope you will understand that we will respond only to those who will be interviewed.

NOTE: APPLICATIONS WILL BE ACCEPTED UNTIL THE POSITION IS FILLED.