



NORTH COUNTY DISPATCH JOINT POWERS AUTHORITY

Invites Applications for the Position of

OPERATIONS SUPERVISOR

\$5,241 to \$6,370 Monthly

(Open until filled—One year probationary period)

(Plus a comprehensive benefits package including health, dental, life, disability, and 2.7 percent at 55 retirement (employer paid). Excellent vacation and sick leave benefits, including 11 paid holidays per year)

THE POSITION

A Management level position, under general direction, the Operations Supervisor is responsible for the day-to-day operations of the joint fire, emergency medical service, and private patrol communications center. The position of Operations Supervisor is FLSA exempt.

The Operations Supervisor receives general direction from the Communications Manager and exercises direct and indirect supervision over assigned clerical, technical and professional personnel. Must be able to remain calm and effective under heavy workloads and in emergency situations. The Operations Supervisor must be able to analyze situations quickly and respond with a reasonable course of action within established guidelines.

The Operations Supervisor assists with the development of and implementation of the Communication Center policies, procedures and regulations. Advises and assists the Communications Manager in the analysis, planning, development and implementation of routine and emergency procedures and processes required in the efficient and accurate receipt of telephonic and radio communications for the purpose of providing rapid and appropriate fire services information to the public.

Supervises and evaluates shift supervisors, and coordinates the operations of the joint fire communications center with other participant members. Responsible for the coaching, counseling, performance appraisals and quality assurance of a team of 911 operators and/or dispatchers.

MINIMUM QUALIFICATIONS

Minimum of five (5) years employment with a public safety (911) dispatch center, with a minimum of two (2) years of supervisory experience. Other combinations of experience and education that meet the minimum requirements may be submitted.

Recommended:

Training and experience equivalent to a bachelor's degree from an accredited college or university with major course work in telecommunications, business or public administration, or a closely related field is highly desirable.

The ideal candidate will understand the functions of a dispatch center, including the Computer Aided Dispatch system, 800 MHz trunked radio systems and computer-based E911 telephone systems.

We are seeking individuals who lead by example, have experience with coaching and counseling, as well as proficiency in human resources and managing employee relations.

TO APPLY

If you are interested in this position, please submit an application, supplemental questionnaire and resume to:

North County Dispatch JPA
Personnel Department
P.O. Box 410
Rancho Santa Fe, CA 92067
www.ncdjpa.org

Application documents are available on our website, or can be mailed, if requested over the job line at 858/756-6066.

Resumes may be submitted, but not substituted for the application. Failure to submit a complete application and supplemental questionnaire will disqualify you from consideration. (Postmarks, faxes and interoffice mail will not be accepted if not received by the filing deadline date—currently open until filled.)

SELECTION PROCESS

Applications, supplemental questionnaires and resumes will be reviewed to determine the most appropriately qualified candidates who will be invited to participate in the examination process which may include an assessment center. This assessment center may consist of the following exercises: written exercise, structured oral board and a workplace scenario. The date of the assessment center will be announced, based on the number of applications received.

Candidates with a disability which may require special assistance in any phase of the application or testing process should advise the North County Dispatch JPA—Personnel Department, upon submittal of application. Documentation of the need for accommodation must accompany the request. The North County Dispatch JPA is an Equal Opportunity Employer (EOE).

The provisions of this announcement do not constitute an expressed or implied contract. Any provision contained in this announcement may be modified or revoked without notice. The selection schedule and process will be determined after the final filing date. The final selection will be made by the Administrative of the JPA.