

ROUTT COUNTY PERSONNEL OFFICE

P. O. Box 773598
Steamboat Springs, CO 80477
Phone: (970) 879-0108 Fax: (970) 870-5362

Communications Supervisor

MY WORK NUMBER IS 911

The Routt County Communications Center is accepting applications for Communications Supervisor to provide leadership and supervision for communications personnel on various shifts. We provide public safety communications services for the entire County including all municipalities within.

Responsibilities include supervision of personnel and coordination with management staff. Supervisor also identifies, analyzes, initiates, and recommends solutions for operational problems; assists in formulation of policies and procedures for the communication center; acts as liaison with emergency response agencies; conducts investigations into complaints and allegations of misconduct; makes recommendations as to discipline, training, and remedial action; prepares staff evaluations; supervises maintenance of records and files necessary to the dispatch function; coordinates the computer aided dispatching of emergency services (Law, Fire, and Medical); supervises the preparation of work schedules to provide adequate coverage on all shifts; maintains quality assurance; supervises and provides formalized training programs for dispatch personnel; and has additional general public safety communications duties. Starting salary is \$3,595.00 per month with an excellent benefit package.

Applicants must possess:

- Considerable knowledge of Emergency 911 Dispatch Center operations, law enforcement practices, Fire, Emergency Medical Dispatch, and call handling skills.
- Advanced working knowledge of Emergency Communication Center systems, equipment, and technology.
- Strong and effective interpersonal skills and considerable ability to lead team members in a positive and productive manner.
- 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 ensure that communication and specialized equipment are functioning properly and ability to take remedial steps to ensure continuous service to the public until the problem can be fixed.
- Excellent communication skills in written and verbal form.

Applicants must have experience in public safety communications, criminal justice studies, emergency management or related field and three years experience as a public safety dispatcher OR a high school diploma (or equivalent) and five years experience as a public safety dispatcher with demonstrated, progressively more responsible experience. The qualified applicant will have experience with emergency communications related technologies. Applicants must successfully complete a keyboarding and skills exam. Applicants must be willing to work rotating shifts that include days, evenings, nights, holidays, and weekends.

All applicants are subject to an extensive background investigation, which includes a criminal background review, fingerprinting and investigative interview.

A Routt County Communications application is available under the Personnel section of the Main Menu of this web site. A Supervisor's job description is available by calling the Personnel Office at (970) 879-0108.

Applications and a resume must be in the possession of the Personnel Office by noon, Wednesday, March 8, 2006 to be considered. Testing and interviews will occur after the application deadline. Equal Opportunity Employer.