



Communications Center Supervisor

Waukesha County seeks an experienced individual to supervise and direct employees engaged in public safety dispatching and emergency call taking operations for its new consolidated public safety communications center. The new consolidated center provides Police, Fire, EMS, EMD Services for 27 of the Counties cities, towns, and villages. The Center utilizes state of the art equipment including new integrated CAD System, mapping, new telephone system, plasma screens, 800 MHz trunked radio equipment, Watson furniture, and an exceptional training program.

Responsibilities Include:

1. Supervises, assigns, trains and evaluates employees in the performance of public safety dispatching and emergency call-taking duties; and handles personnel concerns of the staff, and may recommend discipline up to discharge.
2. Provides employees with guidance and interpretation of operating policies and procedures in specific incidents with authority to make commitments concerning action to be taken.
3. Schedules and assigns personnel; maintains adequate staffing levels considering such factors as time off, incident rates, overtime, and any special requirements of the shift.
4. Participates in interviews of applicants, evaluates the potential of each applicant, and recommends selections for approval.
5. Monitors overall performance of communications equipment.
6. Participates in the preparation of the annual budget request for equipment, supplies, and personnel for the communications center and implements approved expenditures.
7. Acts as liaison between line staff and administration, and between public officials and the general public.
8. Oversees the training of employees on their respective shifts.
9. Prepares and maintains records and reports as required by local and state laws, and policies and procedures of the Communications Center.
10. Assists in the development of policies and procedures for the Communications Center; recommends changes in work methods, policies and procedures.
11. Maintains security and safety of the building for all staff; makes notation of, and corrects where possible any workplace hazards.
12. Inspects, monitors and reports the need for preventative maintenance and repairs of center equipment, systems, premises, supplies and installations within the Center.
13. In certain situations, may answer incoming emergency and non-emergency phone calls using the computerized equipment and may dispatch and communicate by computer with mobile units in the field.
14. Operates emergency warning equipment.
15. Prepares and presents detailed oral and written reports as required.
16. Establishes and maintains effective working relations with staff, vendors, dispatch user groups, and the general public.

Requires:

1. High school graduation or GED.
2. Three (3) years of work experience in a public safety communications environment or a closely related field.
3. Post high school training from a recognized college or university with major courses in criminal justice, fire science, police science, public safety communications, business administration, or a closely related field may substitute for up to two years of work experience on a year for year basis.

2005 Annual Salary: \$42,420 - \$54,180 plus excellent benefit package. Strong consideration will be given to candidates with prior supervisory experience.

Waukesha County is located in the Southeast corner of Wisconsin, next to Milwaukee Metropolitan area, two hours northwest of Chicago, 30 minutes from downtown Milwaukee and approximately one hour from Madison. The County population is 304,000; the County employees approximately 1,500. Waukesha County is one of the fastest growing Counties in Wisconsin.

How to Apply:

****WILL NOT SPONSOR H1B VISAS****

Interested candidates should send a detailed resume no later than **4:30 p.m. Friday July 15, 2005** to:

Waukesha County Human Resources
1320 Pewaukee Road, Rm 160
Waukesha, WI 53188
www.waukeshacounty.gov
Telephone: (262) 548-7044
Fax: (262) 896-8272
Email: jobapplication@waukeshacounty.gov