



ISO Class 1

# ORLAND FIRE PROTECTION DISTRICT

## Administration Center

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[www.orlandfire.org](http://www.orlandfire.org)

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## EMERGENCY COMMUNICATIONS SHIFT SUPERVISOR

### CHARACTERISTICS OF THE CLASS

The Orland Fire Protection District is seeking a full-time **Emergency Communications Shift Supervisor** to assist in managing and the operation of the Public Safety Answering Point and District Dispatch Communications Centers. In addition to the oversight of the PSAP and District Dispatch personnel and operations, this position will be integral in various projects for the fire district's Communications Division such as Next Generation 911 System, First Net Communication System, National Incident-Based Reporting System (NIBRS), Computer Aided Dispatch (CAD), and Radio Communications System upgrade. This is an at-will position that reports directly to the Director of Communications.

The successful candidate will have knowledge of the following: relevant communication systems, including phone, radio, recording systems and computer aided dispatch (CAD); proven skills in managing personnel effectively, with the ability to build, mentor and provide resources for staff to do their job successfully; be fair, accessible and open to personnel; set clear goals and expectations, and hold people accountable; Demonstrate emotional intelligence, communicate effectively, and build collaborative partnerships with union; maintain emotional stability and prioritize tasks within a stressful fast-paced environment.

**ESSENTIAL FUNCTIONS:** (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. The list of tasks is illustrative only and is not a comprehensive listing of all functions and tasks performed by positions in this class.)

The **Emergency Communications Shift Supervisor** ensures that calls for police, fire, emergency medical and utility services are properly processed and dispatched in a timely manner. The position manages the daily functionality of Communication Section technology, including preventive maintenance and upgrades of city-wide radio system, 9-1-1 phone system, computer aided dispatch (CAD) system, logging recorder and multiple web-based software products and performs various administrative duties including efficiency reporting, accreditation compliance, mandated reporting to Illinois 911 Administrator and call handling agreements; and maintains industry knowledge of emerging communications technology and regulations. The **Emergency Communications Shift Supervisor** is responsible for staff development and training, performance management, service delivery and employee relations within the section. The position develops short-term and long-term goals and objectives as well as develops and implements policies and procedures for the Communications Division.

### EXAMPLES OF CORE OVERSIGHT FUNCTIONS:

The **Emergency Communications Shift Supervisor** assists the Communications Director in:

- Planning, directing, and coordinating the activities of shift personnel.
- Supervising, scheduling, and evaluating Communications Center personnel.
- Preparation of dispatch policies, directives, and procedures.
- Assures compliance with departmental, state, and federal regulations and guidelines.

- Participates in personnel selection, testing, and screening of applicants; makes recommendations on hiring, disciplinary action, and termination; and assists with performance evaluations of Communications Center personnel.
- Training for Emergency Medical Dispatchers, including the training of new dispatchers and required yearly training for current dispatchers; assists in maintaining records on training of all dispatchers; makes recommendations for additional or specialized training; and provides training on standard policies and procedures, effective use of equipment and resources, telephone interrogation techniques, meeting, and dealing with the public, etc. Perform QI on Fire/ EMS incidents.
- The monitoring of records and reports used by the Communications Center and materials used in compiling statistical information.
- Recommends and assists in developing new programs for the Communications Center, monitors the success of these programs, and recommends changes as needed to ensure the effectiveness of the Communications Center.
- Ensures all dispatchers are certified as Emergency Medical Dispatchers as required for the operation of the Emergency 911 system.
- The preparation and administration of the Communications Center budget and in the selection of personnel, and makes recommendations to the Communications Director on equipment and personnel for budgetary purposes.
- Making sure that all dispatchers are certified in the use of the department's computer system, and assists with the documentation of security systems for auditing purposes by state and federal mandated agencies.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

Position requirements include: Bachelor's degree and three to five years supervisory or management experience in public safety communications. The selected candidate must pass National Incident Management System (NIMS) training within a reasonable amount of time after hire, including IS-100, IS-200, and IS-700; current L.E.A.D.S. certification, CPR, and Emergency Medical Dispatch (EMD) preferred or must obtain within six months of hire. Certifications such as Registered Public Safety Leader (RPL), Certified Public Safety Executive (CPE) and/or Emergency Number Professional (ENP) preferred. Valid Illinois Class D Driver's License required. Labor and employee relations experience preferred.

#### **TYPICAL PHYSICAL/MENTAL DEMANDS/WORKING CONDITIONS**

Position requires sitting at assigned station for long periods and some standing and walking. A small percentage of time may be spent lifting or carrying weights up to 20 pounds. Close working conditions and periodic loud noise level. Work within an organization structured on a military model, i.e., uniforms, chain of command, grooming standards, etc. May require working rotating shifts, weekends, and holidays. The successful candidate will be subject to a thorough background records check.

#### **ADDITIONAL INFORMATION:**

The Orland Fire Protection District offers an attractive compensation and competitive benefits package commensurate with experience and skill set.

THE ORLAND FIRE PROTECTION DISTRICT IS AN EQUAL OPPORTUNITY EMPLOYER; WOMEN AND MINORITY CANDIDATES ARE ENCOURAGED TO APPLY.

#### **HOW TO APPLY**

Interested candidates may submit cover letter and resume to OFPD HR Director @ [L.McGlynn@orlandfire.org](mailto:L.McGlynn@orlandfire.org)