



ISO Class 1

ORLAND FIRE PROTECTION DISTRICT

Administration Center

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www.orlandfire.org

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EMERGENCY COMMUNICATIONS SUPERVISOR

The Orland Fire Protection District is seeking a full-time **Emergency Communications Supervisor** to assist in the management of the Orland Fire Protection District's Public Safety Answering Point (PSAP) and Communications Center. In addition to overseeing the PSAP, dispatch personnel, and operations, this position will be integral in various projects for the district's Communications Division. The position is an at-will position that reports directly to the Director of Communications.

The successful candidate must know the following: relevant communication systems, including phone, radio, recording systems, and computer-aided dispatch (CAD); proven skills in managing personnel effectively; the ability to build, mentor, and provide resources for the 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 the dispatcher's 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 Supervisor** ensures that calls for fire, EMS, and utility services are correctly processed and dispatched promptly. The supervisor is responsible for staff development, training, performance management, and employee relations within the communications center. This position is accountable for developing short-term and long-term goals and objectives, developing and implementing policies and procedures for the Communications Division.

EXAMPLES OF CORE OVERSIGHT FUNCTIONS:

The **Emergency Communications 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 and procedures.
- Assures compliance with departmental, state, and federal regulations and guidelines.

- Participates in selecting, testing, and screening applicants; makes recommendations on hiring, disciplinary action, and termination.
- Ensures continuous training and certification for Emergency Medical Dispatchers as required by the State of Illinois.
- Assists in maintaining records on all dispatchers' training; make recommendations for additional or specialized training; and provides training on standard policies and procedures; effective use of equipment and resources; telephone interrogation techniques; and dealing with the public.
- Perform Quality Assurance on Fire/ EMS incidents of dispatchers regularly.
- Recommends and assists in developing programs for the Communications Center, monitors the success of these programs and recommends changes as needed to ensure the Communications Center's effectiveness.

KNOWLEDGE, SKILLS, AND ABILITIES

Position requirements include a Bachelor's degree and three to five years of 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, IS-700; CPR, and Emergency Medical Dispatch (EMD) preferred or must obtain within six months of employment. Certifications such as Registered Public-Safety Leader (RPL), Certified Public Safety Executive (CPE), and 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 apply here:

https://www.indeedjobs.com/orland-fire-protection-district/_hl/en_US?cpref=JXWAtnzf3XWjLOi4YeVNLqyMzQ_zPWPBNUvdU1BIl7M