

TELECOMMUNICATION SUPERVISOR JOB DESCRIPTION

POSITION SUMMARY

The Mundelein Police Department telecommunications supervisor is a civilian employee under the immediate supervision of the director of support services. This position is responsible for directing planning and supervising the employees and overall operations of the consolidated 9-1-1 communication center whose function is to provide police/fire dispatch services for its members.

DUTIES AND RESPONSIBILITIES

1. Direct and supervise the communications division activities; plan, assign and review the work of staff; ensure adherence to rules, regulations, policies, and procedures; structure and assign work of the employees to ensure adequate staffing levels.
2. Ensure technology and equipment are maintained in working order; coordinate with partners/vendors for the maintenance or repair of any technology, programs, or hardware in use.
3. Coordinate LEADs, EMD or any other programs to ensure accountability for audits and on-going training are maintained.
4. Research, plan and implement new technology, software programs and hardware used to enhance the efficiency of the operations.
5. Supervise the training of new employees.
6. Provide input on policy/procedures related to the communication center.
7. Preparation of administrative reports to include budgetary, staffing, overall activity or any others as needed.
8. All other duties and special projects as assigned.

QUALIFICATIONS

High school graduate or equivalent, with completion of some college level supervisory or management courses. LEADs full-access certification is required. A minimum of five (5) years of experience in performing public safety, police, fire, EMS dispatching duties. Experience as a training officer. The supervisor must be pleasant, organized, highly motivated, hardworking, detail oriented, and foster a positive work environment.

Courage. Pride. Commitment.

KNOWLEDGE

Must demonstrate a high level of knowledge and understanding of the police, fire and emergency communication center policies and procedures. Must also demonstrate a high level of knowledge and proficiency of all emergency 9-1-1 communication programs, to include CAD, LEADs, NCIC, radio networks and FCC procedures. The supervisor must also be proficient in word processing, spreadsheets, email, internet, and other law enforcement applications. The supervisor must demonstrate effective customer service, verbal and written communications skills.

WORK ENVIRONMENT

The work is performed in an office environment and generally require only a sedentary level of exertion. Work hours are consistent with regular business hours however are subject to change based on staffing needs.