



JOB ANNOUNCEMENT OPERATIONS SUPERVISOR

Open August 20, 2018 – September 14, 2018 at noon

INTERNAL AND EXTERNAL POSTING

SUMMARY:

Reporting to the Deputy Director, the Operations Supervisor must be able to staff and supervise all functions of the communications room. This position is directly responsible for the day to day communication room functions including the oversight of 911 emergency dispatchers, scheduling and technical assistance. The intent of this posting is to fill the current vacant position as well as create an Eligibility List to fill future vacancies with qualified applicants, with the Eligibility List expiring one year after it is posted.

DESIRED QUALIFICATONS:

- Three (3) or more years of supervisory experience in public safety communications.
- Bachelor's Degree in Business, Public Administration, or a related field
- Supervisory Training

INTERNAL MINIMUM QUALIFICATONS:

- Off probation and trial service and fully released on call receiving, police, and fire dispatch.
- 3 years with NORCOM
- Have a "Meets Standards" rating or better in all categories of most recent annual evaluation and most recent overall call receiving, police, and fire quality assurance checks
- Not under active discipline or an active Performance Improvement Plan
- Must maintain minimum qualifications to remain in eligible status

HIRING & SELECTION PROCESS:

Those candidates whose experience and qualifications most closely fit the requirements of this position will be invited to participate in the selection process. This process will be conducted by using some or all of the following evaluation and selection elements; resume and letter of interest review, structured panel interview, written test, role-play exercise, in person skills assessment, online skills assessment, and final interview.

Candidates should send letter of interest and resume to Roky Louie at rlouie@norcom.org

SALARY RANGE: \$82,886 to \$101,888 Annually

NOTE: The Executive Director has final authority in the selection process regardless of the outcome of any evaluation or selection elements.

NORCOM is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation or veteran status. NORCOM provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. For more information, please contact NORCOM Human Resources.

NOTE: The hiring process will require successful completion of Suitability Assessment Report testing, an extensive background and criminal history check, a polygraph test, a psychological examination, a medical examination (including a physical, an audiogram, and a drug screen), and finger printing.