



Madison County Vacancy Announcement

911 Emergency Operations Supervisor

Position Summary:

Performs intermediate technical work on an assigned shift overseeing and participating in taking calls, dispatching appropriate equipment and personnel for law enforcement, fire, emergency medical service and non-emergency calls for service; prepares activity records and reports, and related work as apparent or assigned. Work is performed under the supervision of the E-911 Director.

This position is non-exempt under the Fair Labor Standards Act.

Where to Apply:

The position is open until filled.

Submit an NC State Application (PD 107) with a cover letter to Madison County Human Resources.

To obtain an application, visit <https://www.madisoncountync.gov/employment-opportunities.html>.

Applications will be accepted at: The Madison County HR Office, 107 Elizabeth Lane, Marshall.

Applications can be mailed to: Madison County Human Resources, PO Box 579, Marshall, NC 28753.

Applications may also be submitted via email to hr@madisoncountync.gov.

Essential Functions:

- Responsible for scheduling and ensuring all shifts are covered for department employee call outs and/or vacation days.
- Obtains necessary information from callers and dispatches personnel and/or advises callers of proper contact for assistance or information.
- Receives complaints from the general public and other agencies and disciplines employees as needed, as the director sees fit.
- Serves as a shift leader; trains new employees; assists with the completion of employee evaluations on assigned personnel; ensures county guidelines are followed; contacts department director as needed regarding problems.
- Maintains files; retrieves, enters, modifies, clears, and cancels records as needed.
- Answers non-emergency and after-hours calls as needed.
- Cover dispatching shifts when short staffed and be available for after-hours issues as needed .
- Advises officers of resident checks.
- Fosters team cooperation; defines team roles and responsibilities; supports group problem solving; ensures progress toward goals and acknowledges team accomplishments.
- Assists the director with workable implementation plans; communicates changes as needed effectively; builds commitments and overcomes resistance; monitors transition and evaluates results.
- Defines responsibilities and expectations; includes subordinates in planning; provides regular performance feedback at the discretion of the department director.
- Abides by, enforces, and participates in the implementation and ongoing oversight of Madison County Government safety standards and regulations.

Knowledge, Skills, and Abilities:

Thorough knowledge of the methods of operating the communication system; thorough knowledge of radio and teletype procedures; thorough knowledge of the geography of the County and location of buildings; thorough knowledge of law enforcement forms, terminology and records; thorough knowledge of departmental programs, policies and procedures; thorough knowledge of standard computer equipment, hardware and software; ability to maintain required certifications; ability to respond to work during emergency situations or inclement weather; ability to perform a considerable amount of detailed work; ability to deal with the public under stressful circumstances and remain calm; ability to follow, both oral and written directions; ability to operate standard office equipment and personal computers including some knowledge of applicable software packages; ability to establish and maintain effective working relationships with associates and the general public.

Education:

Associate's Degree in Management, Public Administration, Emergency Services, or a related field. Additional appropriate education may be substituted for the minimum experience requirements.

Experience:

Three to five years of experience performing technical, professional supportive and/or administrative work in a public safety communications center serving Police, Fire, EMS, and local government resources agencies. One year of the appropriate type and level experience may be substituted for each required year of post-high school education.

Physical Requirements:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. In compliance with ADA requirements, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking, or hearing; work requires close vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly, or quickly; work requires preparing and analyzing written computer data, using of measuring devices, operating machines and observing general surroundings and activities.

Requirements:

The applicant must be willing to submit and pass a pre-employment drug test as well as a criminal background check. This position is subject to health and safety sensitive drug screens. Applicant must possess a valid North Carolina Driver's License.

Salary:

The hiring rate is \$43,500.00 to \$49,000.00. This position comes with a benefits package including paid health insurance; dental, eye and other supplemental insurance available, paid sick time, paid vacation time, and paid holidays.