



Tillamook County  
Emergency Communications District  
— 911 —

## *Dispatch Center Supervisor*

*Salary Range: \$3085 to \$3939 per Month*

Applications are currently being accepted for the position of Dispatch Center Supervisor at Tillamook 9-1-1. Tillamook 9-1-1 provides 9-1-1 and non-emergency call reception and dispatch services for all police, fire, and emergency medical service providers in Tillamook County.

**THE POSITION:** The Dispatch Supervisor is responsible for the operation of the Dispatch Center. This position works various shifts, holidays and weekends. Duties include assuming operational responsibility for the Emergency Dispatch Center; investigating and resolving service or personnel-related complaints; training, assigning, reviewing and evaluating work of assigned staff; reporting repair needs of equipment; supervising the maintenance of complete radio logs; and compiling and preparing detailed reports. The Dispatch Supervisor may serve as a dispatcher as needed, and performs other related duties as assigned.

### **Major Duties:**

- Supervises dispatchers in the day-to-day operation of the Dispatch Center; coordinates work assignments; advises dispatchers in work-related matters; makes decisions; monitors performance and prepares performance appraisals;
- Develops and/or administers training programs for existing and/or new personnel;
- Conducts interviews for new personnel and makes final recommendations to the District Administrator; and
- Participates in development of operational plans for efficient and effective assignment of dispatch staff; makes critical decisions that require immediate response by field personnel in the event of emergencies.

*This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities of any particular position.*

**THE REQUIREMENTS:** The following are minimum qualifications for consideration. Possession of the minimum qualifications does not assure a place on the eligible list.

### **Minimum Qualifications:**

- Three years experience as 911 Dispatcher; **OR**,
- Two years experience as a public safety supervisor (police/fire/EMS) and one year dispatching experience; **OR**,
- Any equivalent combination of experience, training and/or education approved by the District.

### **To Apply:**

Tiffany Miller  
Tillamook County Emergency Communications District  
P.O. Box 911  
Tillamook, OR 97141  
503-842-3446

**Closing Date: January 24, 2012**



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## RECRUITING ANNOUNCEMENT

### *Dispatch Center Supervisor*

#### **GENERAL INFORMATION**

- This announcement is for a current vacancy for the position of Dispatch Center Supervisor;
- Applicants will be subject to both a Computerized Criminal History and Motor Vehicles Division check as well as a thorough background investigation. Adverse background may be grounds for immediate disqualification;
- Applicants will be subject to pre-employment drug screening;
- If you are hired, you will become part of the District's Management Team.

#### **TO QUALIFY**

You must fully complete the enclosed application form. It will be reviewed to verify that you meet the qualifications stated in this section. To receive credit, your application form must clearly show that you have:

- Three years experience as a 911 Dispatcher; **OR**,
- Two years experience as a public safety supervisor (police/fire/EMS) and one year dispatching experience; **OR**,
- Any equivalent combination of experience, training and/or education approved by the District.

This experience must have included employment as a 9-1-1 dispatcher. A Bachelor's degree or courses in a field related to management such as Business or Public Administration, or a public safety field may be substituted for up to one (1) year of the required experience.

#### **WORKING CONDITIONS**

- Works indoors in an enclosed area which involves exposure to noise (sometimes constantly) from multiple radio frequencies and telephones;
- Works rotating shifts and may be required to rotate days off; and
- Requires some travel.

## **YOU MUST ANSWER THE FOLLOWING SUPPLEMENTAL QUESTIONS**

Use a separate sheet of paper. Write down any work experience (paid or unpaid) and training that you have which is related to each question. Limit your answer to each question to no more than two (2) pages. Be sure that the jobs where you gained the experience you describe in your answers are listed in the Previous Work Experience section of your application form. Your grade will be based upon your answers.

If there are several parts to a question, answer each part separately. Number your answers to agree with the question. Attach the answer sheet to your application. Your application will not be accepted if it is incomplete.

1. Why do you want to be a Public Safety Dispatch Supervisor?
2. Describe any experience or training you have in (a) interviewing and hiring or recommending hire, (b) training, (c) assigning and reviewing work, (d) preparing performance appraisals, and (e) handling problems and grievances. .
3. As a Dispatch Supervisor you will be required to communicate with staff, users, and the community in a variety of contexts. Describe experiences you have had communicating law, rules, policies, and expectations while in a leadership role.
4. What is your vision of the role of a Supervisor in the public safety dispatch environment?

## **HOW TO APPLY**

Complete the following:

- Application For Employment;
- Reference Release;
- Cover Letter;
- Resume; and
- Supplemental Questions.

SEND completed application materials to:

**Tillamook County Emergency Communications District  
ATTN: Recruitment  
P.O. Box 911  
2311 Third Street  
Tillamook, OR 97141**

You may FAX, if necessary, to (503) 815-2779. They must be received by the close date and must be complete and legible.

SUBMIT only the required materials. Reference letters or work examples should be kept for interviews.

KEEP a copy of your application for job interviews. COPIES ARE NOT PROVIDED.

The pay on all announcements may change without notice.

## **SALARY & BENEFITS**

- Salary range: \$3,085 to \$3,939 per Month;
- PERS retirement;
- Excellent health & welfare benefits;
- Long term disability; and
- This position is non-union and non-exempt.

## **CALENDAR**

January 06, 2012  
January 24, 2012

Accepting Applications  
Closing Dates for Applications (4:00 pm)

TILLAMOOK COUNTY EMERGENCY COMMUNICATIONS DISTRICT

**Application for Employment**

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Job Applied For: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone (Home): \_\_\_\_\_ Work (or Msg): \_\_\_\_\_

**Previous Work Experience** (Most Recent First)

**Company Name:** \_\_\_\_\_

Company Address: \_\_\_\_\_

Position Held: \_\_\_\_\_ Latest Salary: \_\_\_\_\_

Dates Worked: \_\_\_\_\_

Supervisor / Contact: \_\_\_\_\_ Telephone: \_\_\_\_\_

Main Job Duties: \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

May we contact your current employer? \_\_\_\_\_

**Company Name:** \_\_\_\_\_

Company Address: \_\_\_\_\_

Position Held: \_\_\_\_\_ Latest Salary: \_\_\_\_\_

Dates Worked: \_\_\_\_\_

Supervisor / Contact: \_\_\_\_\_ Telephone: \_\_\_\_\_

Main Job Duties: \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

May we contact your current employer? \_\_\_\_\_

**Company Name:** \_\_\_\_\_

Company Address: \_\_\_\_\_

Position Held: \_\_\_\_\_ Latest Salary: \_\_\_\_\_

Dates Worked: \_\_\_\_\_

Supervisor / Contact: \_\_\_\_\_ Telephone: \_\_\_\_\_

Main Job Duties: \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

May we contact your current employer? \_\_\_\_\_

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*The District makes its employment decisions without regard to race, color, sex, national origin, religion, marital status, age, prior industrial injury, mental or physical handicaps or any other protected classification unrelated to job performance.*

*It is the District's policy to comply with the provisions of the Immigration Reform and Control Act of 1986 and to hire only authorized workers. If you are hired, you will be asked to provide verification of your work eligibility. The type of verification required may change from time to time as federal regulations are promulgated or amended. Your*

**REFERENCES**

List three (3) persons *other than relatives* whom have known you longer than one (1) year:

<b>NAME</b>	<b>ADDRESS (City &amp; State)</b>	<b>TELEPHONE No.</b>

**NOTE:** Please photocopy and sign a reference release for each ***employer*** and ***reference*** listed (see next page). We will accept one Reference Release with "All References" listed on the "Reference Name" line in lieu of separate releases.

***Please read the following paragraphs carefully. Initial each paragraph before signing application.***

\_\_\_\_\_ In submitting this application for employment, I authorize investigation of all statements contained in it, and it is understood and agreed that any misrepresentation by me in this application may result in cancellation of the application and/or separation from the District's service if I have been employed. Misrepresentation may include false statements or significant omissions from employment history.

\_\_\_\_\_ I agree that after an offer of employment is made, I will undergo a physical and/or psychological examination (including screening of blood or urine for controlled substances), at the District's expense, if requested.

\_\_\_\_\_ In consideration of any employment, I agree to conform to the rules and regulations of the company. My employment and compensation can be terminated, with or without cause, and with or without notice, at any time, at the option of either the District or myself. I understand that no representative of the District except with prior written approval of the Board of Directors, has any authority to enter into any agreement for any specified time or to make any agreement contrary to the foregoing.

***INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED.***

I CERTIFY THAT I HAVE READ ALL OF THIS APPLICATION AND THAT THE INFORMATION I HAVE PROVIDED IS TRUE AND CORRECT.

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

TILLAMOOK COUNTY EMERGENCY COMMUNICATIONS DISTRICT  
**Reference Release**

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As part of the application process for employment with the District, I hereby authorize a representative of the Tillamook County Emergency Communications District to conduct reference checks pertinent to my potential employment, including a criminal history check.

STATEMENT: I hereby release any prior employers or other listed references to provide requested information to the District, and hold them harmless for providing such information.

I hereby hold Tillamook County Emergency Communications District and its employee harmless for procuring and relying upon that information.

NOTICE: *Any oral or written statement that is false, fraudulent or misleading, including the omission of information contained in this application or made in the course of any related employment process, whether made by me or others at my request, may result in rejection of my application, denial of employment, or dismissal from the District if discovered after employment.*

\_\_\_\_\_  
Reference Name

\_\_\_\_\_  
Applicant Name (Please Type or Print)

\_\_\_\_\_  
Applicant Signature

Please provide reference contact information (address and telephone number) if not listed in application materials.

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TILLAMOOK COUNTY  
EMERGENCY COMMUNICATIONS DISTRICT  
— 911 —

<b>JOB DESCRIPTION</b>		
<b>Title:</b>	<b>Supervisor</b>	
<b>Reports To:</b>	Operations Manager	<b>Rev.</b> November 2011
<b>Board Approval:</b>	February 8, 2006	

**GENERAL STATEMENT OF DUTIES**

Assists in the coordination of the Emergency Dispatch Center operations of Tillamook County Emergency Communications District which includes:

1. Planning, organizing, staffing, directing, and controlling the activities of assigned functional areas in order to accomplish immediate objectives as well as long-range goals.
2. Assists in the coordination of testing procedures to establish a hiring list, training, scheduling, special projects, and reports; assisting in development and implementation of policies and procedures, provides feedback in investigations.
3. Performs dispatcher duties and related work as required or assigned. Work is performed independently within District policies and involves interpretation of policies under general supervision of the Operations Manager. Work is reviewed through conferences and reports to the Operations Manager. Assumes partial duties and responsibilities of the Operations Manager in his/her absence.

**SUPERVISION RECEIVED**

Works under the direction of the Operations Manager and within well-established guidelines. Supervision received is more general than specific.

**SUPERVISION AND AUTHORITY EXERCISED**

Conducts independent investigations and makes effective recommendations to the Operations Manager regarding hiring, retention, promotion, evaluations, training, assignment, and direction of work.

The Supervisor will be familiar and comply with all District Policies and Procedures and are expected to model positive performance and foster a productive, positive, work environment.

## **EXAMPLES OF PRINCIPAL DUTIES**

NOTE: The duties listed shall not be construed to be all-inclusive and will include other responsibilities as required.

1. Assists the Operations Manager with subordinate employees including assigning, directing, and reviewing work, evaluating performance, answering questions, and providing assistance to staff members as needed. Monitors progress of staff; counsels staff as needed.
2. Monitors workplace in order to promote efficient communications operations and personnel effectiveness.
3. Ensures minimum staffing levels; schedules overtime; maintains the schedule. Monitors call load to ensure adequate staffing; calls in off duty personnel to cover shortages as needed.
4. Assists in the development and preparation of reports for the Operations Manager and Committees and Boards.
5. Reviews, evaluates, and assists in the planning and development of Dispatch Center policies, procedures and work methods.
6. Processes call-evaluation reports in conjunction with the Operations Manager for action and resolution. Monitors employee interaction with the public for best customer service, including making certain all calls are dispatched in a timely manner.
7. Serves as a 9-1-1 Dispatcher.
8. Coordinates emergency incidents in the Dispatch Center.
9. Protects confidentiality of the Leadership Team.
10. Trains and motivates personnel.
11. Monitors equipment, diagnoses and repairs minor problems, makes notifications on repairs needed beyond scope of training.
12. Maintains ongoing working knowledge of CAD System.
13. Records complaints from public and user agencies, routes to the Operations Manager for investigation. Conducts investigations for own team personnel and determines appropriate corrective action.
14. Reviews operational needs of Center and makes recommendations to Management on improvements and equipment needs to better serve customers.
15. Ensures doors are secure and that visitors are screened and approved before entry is allowed. Monitor visitors for proper demeanor; assure that files and protected information are not compromised.

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

1. Knowledge of public communications methods and practices, including dispatching, radios, multi-line telephone systems, computer technology, terminology and procedures used by police, fire and emergency medical services.
2. Skill in emergency dispatching; the operation of equipment used in public safety communications.
3. Knowledge of the principles of supervision and personnel practices, and the operational characteristics of the equipment used in public safety communications.
4. Knowledge of personnel management practices and procedures, training techniques, and application of learning objectives and course content development
5. Ability to speak clearly and express ideas effectively orally and in writing, remain calm, and to think and act quickly, exercising good judgment; exercises good judgment and common sense in application of established policies and procedures.
6. Ability to evaluate employee performance, and the ability to motivate personnel.
7. Ability to maintain clear and accurate records and prepare clear and accurate reports.
8. Establish and maintain effective working relationships with employees, public and private officials, and the general public.
9. Demonstrated ability in the operation of Tillamook 9-1-1 or like-size Dispatch Center equipment and procedures.
10. Knowledge of Federal Communications Commission rules and regulations governing the operations of radio-telephone transmitting and receiving systems.
11. Knowledge of geography and address systems used in Tillamook County.
12. Knowledge of the functions of the various user group departments and other community resources available in the area of emergency services.
13. Ability to function efficiently in stressful situations.
14. Ability to work independently and make decisions with minimal supervision
15. Ability to train new personnel in communications dispatching procedures.
16. Ability to work irregular hours and weekends. Must be able to work periodic overtime and a variety of 24 hour rotating shifts including holidays and weekends.
17. Ability to maintain on-call status and respond to the Dispatch Center within (30) thirty minutes.
18. Ability to obtain and maintain a valid Oregon Drivers license.
19. Must possess the DPSSST Basic Telecommunicator certificate, DPSSST EMD certificate, and LEADS certification.

- 20. Must meet the training requirements for DPSST Supervisor certifications within 18 months of appointment.
- 21. Performs other duties as assigned.

**EXPERIENCE, TRAINING AND EDUCATION**

- 1. At least three (3) years of public safety communications experience.
- 2. Responsible experience as a 9-1-1 Dispatcher or in communications center operations
- 3. Experience or course work in training personnel.
- 4. Any equivalent combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above-described duties.

**WORKING CONDITIONS**

- 1. Position is non-union and considered non-exempt.

**EVALUATION**

Evaluation of this position will be in accordance with the Board's policy on employee evaluation.

By my signature I acknowledge my receipt and understanding of this job description.

\_\_\_\_\_

Signature

\_\_\_\_\_

Date