

ORANGE COUNTY, VIRGINIA

DEPARTMENT OF HUMAN RESOURCES

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POSITION ANNOUNCEMENT

Communications Supervisor

The County of Orange is seeking a full-time Communications Supervisor in its Emergency Communications Center.

TYPICAL DUTIES

Duties include, but are not limited to, the following:

- Providing general supervision and operational control over the day-to-day activities related to Center operations and its overall order and efficiency; providing general supervision and discipline of assigned Center staff, subject to the policies of the County and of the Center, and the orders of the Center Director.
- Attending meetings on behalf of the Center Director, as necessary or delegated.
- Assisting the Center Director with development of the annual budget.
- Assisting the Center Director with development of specifications and purchase of major equipment, furnishings, and fixtures.
- Assisting the Center Director in the administration, operation, and maintenance of the Center's equipment and systems.
- Executing general and special assignments in the planning, administration, coordination, direction, and review of the Center's operations and activities.
- Preparing reports on equipment, procedural, personnel, operational, or other issues; evaluating issues and presenting viable alternatives or solutions to the Center Director.
- Maintaining records and files; preparing reports and responses to requests for information, including reports required by court subpoena and transcripts involving law enforcement, fire, and emergency medical services.
- Maintaining a continuous technical review of the effectiveness of existing procedures; assisting in developing new and revised policies, procedures, rules, and regulations.
- Reviewing reports of activities of assigned personnel; conferring with subordinates to advise and assist with difficult or unusual problems.
- Researching complaints against the Center or Center personnel; presenting findings to the Center Director.
- Answering telephones; receiving inquiries and providing information or referring inquiries and messages to the appropriate personnel, department, or agency.
- Receiving emergency requests for service by radio and telephone and determining appropriate responses according to the location, nature of the problem, and procedures of the Center.
- Receiving non-emergency calls for service and providing information accordingly.
- Providing pre-arrival medical and safety instructions to callers.

- Analyzing calls for priority level of emergency response and taking or recommending an effective course of action to protect life and property by applying complex law enforcement, fire, and emergency medical services policies and procedures.
- Broadcasting calls for service to field units, ordering services requested by field units, dispatching and/or cancelling field unit back-up assistance requests, and monitoring field units for service; maintaining communications with responding emergency units to assist them in any manner necessary to complete proper response.
- Operating computer-aided dispatch radio and phone systems; accurately entering information into the computer, including brief descriptions of crimes, incidents, calls for service, or other emergencies.

EDUCATION AND EXPERIENCE

High School Diploma or GED required. Education must be accompanied by at least three (3) years' experience in an emergency communications center involving emergency response dispatching, answering telephones, and data entry. Requires thorough knowledge of systems within an emergency communications center, including, but not limited to, radio systems, phone systems, computer-aided dispatch (CAD), and emergency medical dispatch (EMD).

The preferred candidate should possess the following certifications:

ICS 100, ICS 200, NIMS 700, NIMS 800, APCO PST 1, CPR, First Aid, EMD, APCO Fire Communications, APCO Dispatchers Role in Homeland Security, DCJS Basic Communications, APCO Communications Training Officer, and General Instructor.

Candidate should be able to successfully complete the following:

- APCO Communications Supervisor training within six (6) months of assuming position.
- ICS 300 within one (1) year of assuming position.
- APCO Registered Public Safety Leader within one (1) year of assuming position.

ADDITIONAL POSITION DETAILS

- Requires flexible schedule, including working rotating shifts, days, nights, weekends, holidays, during severe weather or emergencies, and administrative day work.
- Must have a clear speaking voice.
- Must be able to remain calm and professional during stressful, rapidly-changing situations that require instant decision-making and multitasking.
- Must possess impeccable work record and have no infractions resulting in serious disciplinary action within the last twenty-four (24) months.
- Subject to pre-employment criminal background check, including fingerprinting; no felony convictions or serious misdemeanor convictions.
- Possession of driver's license valid in the Commonwealth of Virginia.

Hiring Range is \$35,135 - \$45,675. Depending on Qualifications, full Salary Range extends to \$56,216.

Position is open until filled.

Application packets may be picked up in the County Administrator's Office, located at 112 West Main Street, Orange; or by calling (540) 672-3313. County applications may also be downloaded from the County website at www.orangecountyva.gov/. EEO.