

CITY OF HARRISONBURG
invites applications for the position of:

Emergency Communications Supervisor

An Equal Opportunity Employer

SALARY:

<u>Hourly</u>	<u>Biweekly</u>	<u>Monthly</u>	<u>Annually</u>
\$25.17 - \$28.95	\$2,013.60 - \$2,316.00	\$4,362.80 - \$5,018.00	\$52,353.60 - \$60,216.00

OPENING DATE: 04/26/21

CLOSING DATE: 05/10/21 05:00 PM

DESCRIPTION:



Are you seeking a rewarding career in a CALEA-Accredited agency that allows you the opportunity to use your prior public safety communications experience to work with a variety of public agencies in the Harrisonburg/Rockingham area? If so, consider applying to the [Harrisonburg-Rockingham Emergency Communications Center's \(HRECC\) Supervisor career opportunity!](#)

The Emergency Communications Supervisor is a full-time position with benefits and a preferred hiring range of \$25.17 - \$28.95 per hour (equivalent to \$52,353 - \$60,216 annually) plus overtime. An exact salary will be dependent upon selected candidate's qualifications.

ECC positions work 12-hour shifts with at least two weekends off per month and the expected minimum overtime for this role is 4 hours every 2 weeks; however, the exact number of overtime hours could vary. The exact shift assignment filled by this position will be determined at the end of the recruitment process.

As the Supervisor, you will:

- Serve as the lead Communicator and Supervisor;
- Manage assigned work groups, staff and assigned projects;
- Oversee operations, activities, and personnel of the communications center to ensure the compliance of established guidelines, procedures and policies, including completion of related human resources functions and necessary documentation;
- Inform management staff of all aspects of the operations of the Emergency Communications Center including service complaints, personnel problems, high priority emergency incidents, and more;
- Assist in the recruitment, hiring, training and supervision of employees;
- Collaborate with the Training Manager to provide staff training;
- Oversee and provide training to shift personnel;
- Develop employee expectations, evaluate and hold employees accountable for their performance, including advising of needed employee discipline, through the use of coaching and counseling techniques;
- Schedule work assignments for communication personnel and adjust working positions to accommodate operational requirements;
- Monitor and operate radios, telephone switchboard, alarm systems, recording devices and computer terminals;

- Oversee emergency cell phone trace requests;
- Receive law enforcement, fire, rescue, animal control and related service requests and calls;
- Dispatch emergency and non-emergency equipment and personnel where and when needed;
- Activate Emergency Notification System for immediate citizen notification of emergency events or hazardous materials release;
- Ensure all emergency and non-emergency service requests are mitigated;
- Receive and review problems and complaints from citizens and other emergency services personnel regarding specific incidents and/or employees;
- Receive and forward public safety and citizen requests to the appropriate party for disposition;
- Complete daily calls for service reports and forwards to the appropriate agencies;
- Take preliminary investigative steps to include reviewing recordings and computer records;
- Conduct weekly equipment checks and ensure that proper action is taken in the event of technology or equipment failure, including troubleshooting problems and working with technical staff to ensure appropriate notifications are made to repair equipment and systems;
- Coordinate and oversee emergency evacuations and back-up facility start-up;
- Represent the Communications Center, as assigned, at meetings and conferences, public education events, job fairs, and other events;
- Participate with the HRECC Administration in the development, implementation, and review of Center procedures, policies, and training programs, including conducting periodic reviews of Operational and Administrative Guidelines;
- Attend and participate in management meetings and trainings;
- Assist with maintaining the department's social media pages;
- Assist in the interpreting of agency policies and procedures to employees, other agencies and the public.

Physical Requirements: This is generally sedentary work requiring the exertion of up to 50 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires sitting for long periods, reaching, grasping, and repetitive motions; vocal communication is required for conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker may be subject to adverse environmental conditions. Position has the potential to be working within a hazard zone of an emergency situation including, but not limited to, on scene of: an active shooter incident, hazmat incident, missing/deranged subject, or bomb threats, thus raising the potential to be exposed to life threatening danger.

The incumbent for the position may be assigned to a specialized team with work requiring the exertion of up to 75 pounds of force occasionally, up to 25 pounds of force frequently, and a negligible amount of force constantly to move objects. Work may require stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping, and repetitive motions. Visual acuity is required for depth perception, color perception, preparing and analyzing work and observing general surroundings and activities. The employee may be subject to inside and outside environmental conditions. May require walking/working in rugged terrain. May require the use of power tools and equipment.

Minimum Requirements:

- High school diploma or GED and considerable experience in public safety communications or an equivalent combination of education and experience.
- Experience in a multi-disciplinary emergency communications center.
- Demonstrated supervisory and/or leadership experience.
- A minimum of 6 specialized training classes in the field of Emergency Communications.
- Possession of CPR certification at hire date.
- Possession of or the ability to acquire the following within the timeframe indicated from hire date:
 - VCIN Level B Operator, within 3 months;
 - DCJS Basic Communicator Certification, within 12 months;
 - Powerphone Total Response Certification, within 3 months;
 - DCJS General Instructor Certification, within 12 months;

- Communication Center Supervisor Certification through APCO, within 12 months.
- Released on all 3 specialties (call taking, law enforcement dispatching, and fire and rescue dispatching) within 6 months of hire date.
- Availability to work day, evening or blended shift work hours, as needed. Any employee of the HRECC may be called upon to work over the scheduled shift or hours, as needed. The employee who is at the top of the rotation list at the time the call out is initiated shall be responsible for the shift, if no other employee is available.

Automatic Disqualifiers for Employment at the HRECC per State Regulations*:

- Felony conviction;
- Conviction of Class 1 or 2 misdemeanor; and
- Other relevant criteria to this position.

**Please note that the list above is not all inclusive and is subject to the State Regulations, as amended. Candidates will receive a copy of the Disqualifying Criteria with the Personal History Statement and Authorization for Release of Personal Information, as indicated in the Application Deadline section below.*

The ideal candidate will have:

- Thorough knowledge of:
 - The methods of operating communications systems;
 - Radio and teletype procedures;
 - Failure contingency and correction plans and procedures;
 - Personnel practices and procedures and employment law, regulations and leadership strategies.
- Efficient keyboarding skills.
- Ability to:
 - Learn geography and interact with mapping systems;
 - Speak distinctly;
 - Operate all communications equipment;
 - Solve problems within scope of responsibility;
 - Deal courteously with the public under stressful conditions;
 - Organize, lead and manage staff through direct and indirect supervision;
 - Develop competencies required for group development dynamics, motivation (techniques), situational leadership, communications, conflict management, and the effective and efficient utilizations of human resources;
 - Establish and maintain working relationships with associates, external customers, public service agencies and the general public.

The selected candidate for this position will be subject to the following screenings and must receive satisfactory results*:

- DMV record check;
- Credit history;
- Drug screening;
- Medical and psychological review; and
- Criminal background check.

**Current HRECC employees who have already completed the screenings above will not be subject to those screenings.*

HRECC employees are subject to random drug/alcohol screenings.

Application Deadline: All candidates must submit the following by 5:00pm EST on May 10, 2021 in order to be considered:

- A complete City of Harrisonburg online employment application, including previous work experience and education history;
- A cover letter;
- A resume; and
- 3 professional references.

Applicants who are unable to upload the additional documentation to their online employment application must email the required documentation to employment@harrisonburgva.gov by the deadline indicated above. Incomplete applications will not be accepted.

There are two additional forms (the Personal History Statement and Authorization for Release of Personal Information) required for consideration for the HRECC 911 Emergency Communicator position. **Current HRECC employees are not required to submit these two additional forms.** The additional forms must be completed and received in the Human Resources Department by 5:00pm EST on Thursday, May 20, 2021.

Applicants will receive an email with additional information regarding the Personal History Statement and Authorization for Release of Personal Information upon an initial review of their application by Human Resources.

The City provides an excellent full-time employee benefits package including health insurance, retirement (VRS & ICMA-RC), life insurance, paid leave and holidays.

All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, national origin, disability or veteran status.

The City of Harrisonburg & the HRECC are Equal Opportunity Employers.



APPLICATIONS MAY BE FILED ONLINE AT:
<https://www.harrisonburgva.gov/employment>

Job #5503 - (April 2021)
EMERGENCY COMMUNICATIONS SUPERVISOR
CM

OUR OFFICE IS LOCATED AT:
409 South Main Street
Third Floor
Harrisonburg, VA 22801
540.432.8920
540.432.7796
employment@harrisonburgva.gov

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Emergency Communications Supervisor Supplemental Questionnaire

- * 1. Are you currently employed with the Harrisonburg-Rockingham Emergency Communications Center?
 - Yes
 - No
- * 2. What is your highest level of education?
 - Less than 8th Grade
 - Completed 8th Grade
 - Attended High School
 - High School Graduate
 - GED
 - Attend College
 - College Graduate
 - Attended Graduate School
 - Master's Degree
 - Graduate study beyond Master's
 - Ph.D. or professional degree
- * 3. How many years of experience do you have in public safety communications?
 - I have less than 1 year of experience.
 - I have at least 1 year of experience but less than 3 years of experience.
 - I have 3 or more years of experience.
- * 4. Do you have experience in a multi-disciplinary emergency communications center?
 - Yes
 - No
- * 5. Please list at least 6 specialized training classes that you have taken in the field of Emergency Communications. If you have not taken 6 specialized training classes, please type "N/A" in the field below.
- * 6. Which of the following do you currently possess? Please select all that apply.
 - CPR
 - VCIN Level B Operator
 - DCJS Basic Communicator Certification
 - Powerphone Total Response Certification
 - DCJS General Instructor Certification
 - APCO Communication Center Supervisor Certification
 - None of the Above
- * 7. Are you available to work day, evening or blended shift work hours, as needed?
 - Yes
 - No
- * 8. I understand that in order to be further considered for this position, I must submit a resume, cover letter, and 3 professional references by the advertisement deadline. (This information may be attached to your online application or emailed to Human Resources at employment@harrisonburgva.gov.)
 - Yes
 - No
- * Required Question