



Washington County Consolidated Communications Agency

JOB ANNOUNCEMENT

POSTED
November 22, 2005

POSITION
Operations Supervisor

DEADLINE
December 12, 2005
5:00 p.m.

SALARY
\$5774 – 6036 per month

ABOUT THE JOB

The Washington County Consolidated Communications Agency is seeking qualified individuals to supervise and coordinate shift activities in the consolidated 9-1-1 Communications Center. Duties of this diverse position will include, however, not necessarily be limited to:

- 1. Coordinate shift activity and workload (9-1-1, Police, Fire, and EMS) on an assigned shift.
2. Assign, instruct, observe, counsel, and evaluate the work of assigned staff (10-12 personnel per shift).
3. Evaluate shift operations, recommend improvement and modifications, prepare reports, complete performance evaluations, investigate complaints, and initiate reports and actions to resolve complaints.
4. Participate in staff selection, assist with staff training, work with staff to correct deficiencies, and initiate disciplinary process, as deemed necessary.

NOTE: This position must be available to work rotating shifts, as assigned, and available for callout in the event of emergencies.

DESIRABLE QUALIFICATIONS

Working knowledge of: 9-1-1 and consolidated communications center operations, functions, policies and procedures, principles of supervision.

Skill to: operate telephone, radio, and computer-related equipment; supervise, evaluate, and motivate subordinate personnel; to remain calm, and to think and act quickly; coordinate center operations.

Experience and Training: Combination of 9-1-1 communications center and supervisory experience and/or training, that would provide the required knowledge and abilities, will qualify a candidate for consideration.

Note: Possession of or the ability to obtain a valid Oregon driver's license may be required.

EXAMINATION PROCESS

The examination process will consist of the following procedures:

1. Candidate qualifications will be competitively evaluated based on the information provided on the **Agency application and resume**.
2. Top candidates will be interviewed and evaluated by an oral board panel.
3. A thorough background investigation including personal and professional references may be conducted, and may include a psychological exam and drug test.
4. Appointment by the Agency Director.

