Eisenhower Emergency Communications Center "IKE 911"

Serving the Communities of Broadview and Maywood Illinois

2350 S 25th Ave
Broadview Il 60155
708-345-6550

NOTICE OF JOB OPENING
SUPERVISOR-IKE 911 CENTER

Purpose of Position/Job Summary:
Serves as Supervisor of the Eisenhower Emergency Communications Center "IKE911", responsible for the administration and management of the Public Safety Answering Point (PSAP). This is a non-union management position.

Essential Duties and Responsibilities

- Supervises, directs and evaluates assigned staff; provides information, advice and expertise.
- Attends meetings of the ETSB as the IKE911 Center Representative.
- Coordinates daily work activities of Telecommunicators; organizes and prioritizes workload; makes work assignments, monitors status of work in progress and inspects completed work; troubleshoots problem situations.
- Reviews schedules to ensure adequate coverage on a 24-hour basis; reviews and approves vacation and time due requests.
- Ensures compliance with applicable codes, laws, rules, regulations, standards, policies and procedures; recommends or initiates action necessary to correct deviations or violations.
- Assists in the hiring process for Telecommunicator employees.
- Reviews, implements, and maintains standard operating procedures pertaining to Telecommunicator's activities.
- Helps IT and other vendors in maintaining the department's computer systems; troubleshoots problem situations to ensure ongoing operations.
- Maintains dispatch files and filing system.
- Prepares statistical reports for public safety agencies, governmental units, state and federal agencies. Prepares and administers Center budget(s) as approved by the ETSB.
- Maintains awareness of new trends and advances in the field; attends workshops and training sessions as appropriate.
- Work with Emergency Management during an activation of the Emergency Operations Center. Serves on a 24-hour on call status for emergencies.
- Investigates all internal and external compliments and complaints regarding the operations of the IKE911 Center, and forwards those issues to appropriate Community established chain of command.

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Knowledge and Ability

- Knowledge of proper procedures for receipt of calls and dispatch of emergency equipment.
- Ability to certify in CPR, Emergency Medical, Law & Fire Protocols.
- Ability to obtain Law Enforcement Agency Data System (LEADS) Full Certification.
- Knowledge of the procedures for vendor services operating through the 911 system.
- Knowledge of the procedures for other agencies dispatched by the 911 Center.
- Knowledge of the channels of authority within the public safety organizations of areas served by the Eisenhower Emergency Telephone System.
- Ability to perform more than one task at a time accurately.
- Ability to make immediate decisions directly affecting human lives.
- Knowledge and familiarity with Union contracts, State and Federal Labor Law
- Knowledge and familiarity with all internal and external computer and radio systems that are used by the 911 Center.

Qualifications

- A Citizen of the United States.
- Pass criminal background w/no felony convictions.
- Have a valid driver's license w/clean driving record.
- Maintains frequent contact with co-workers, public safety agencies, vendors, and the public for the purpose of exchanging and explaining information and coordinating 911 communication center activities.

Education & Experience

- Possess an Associate Degree or 60 credit hours (in Computer Science, Criminal Justice, Fire Services or Emergency Management) w/certifications or higher.
- Five (5) years of experience in a 911 Center as a Telecommunicator (or related field).
- Three (3) years' as 911 Shift Supervisor, Assistant Director, Director or similarly named management position showing increased levels of responsibility. This requirement may be waived based on an additional ten (10) years of service as a Telecommunicator for fifteen (15) total years.
- Must have passed a 911 Center Supervisor course within the past three (3) years.
- Center Manager Certification Program (CMCP), Emergency Number Professional (ENP), Registered Public-Safety Leader (RPL) certification preferred.

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Physical Effort and Work Environment

- Sedentary work involves exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently to lift, carry, push, pull or otherwise move objects. Involves sitting most of the time but may involve walking or standing for brief periods of time.
- Perform majority of duties in a communication center, involving sitting/walking at will, sitting for long periods, lifting objects weighing less than 25 pounds, close/far vision, and hearing sounds/communication. Incumbent may work with or be exposed to violent/irate individuals. Incumbent may occasionally work extended hours, irregular hours, weekends, evenings, respond to emergencies on 24-hour basis, serve on a 24 hour call on rotation, and travel out of town for meetings, sometimes overnight.

Benefits

- Salary $80,000 - $92,000 annually, depending on education and experience
- Medical, Dental and Vision insurance
- Four (4) weeks' vacation, Six (6) Personal Days & Eleven (11) Paid Holidays
- Illinois Municipal Retirement Plan (IMRF) participation
- Ability to contribute to a Differed Compensation Plan

Applications Process

Interested individuals are to submit resume and copies of any/all certifications in person or via U.S. Mail to:

LeTisa Jones, Village Administrator
Village of Broadview
2350 S 25th Ave
Broadview IL 60155

Deadline for submitting resume and requested materials is DECEMBER 3, 2021