

Public Safety Communications Supervisor Vacancy

The Lewiston/Auburn Emergency Communications Center seeks a full time Public Safety Communications Supervisor. This is a management level non-union position responsible for the overall operation of an assigned shift. This position works as part of a team and is expected to answer emergency and non-emergency calls as well as dispatch responders in addition to their Supervisory responsibilities.

Duties include the following: Supervises 9-1-1 dispatchers assigned to their shift; prepares quality assurance reviews as directed by agency policy; conducts annual performance reviews as assigned; issues discipline as necessary; Operates the IMC software based computer aided dispatch (CAD) system, NCIC/METRO, and NextGen 9-1-1; establishes priorities of calls for service, and dispatches the appropriate number and type of resources to address the need; monitors all radio frequencies in the communications center, monitors and maintains all equipment within the communications center; answers inquiries from, and provides information to the public; disseminates various types of information to law enforcement concerning licensing, registrations, warrants, protections orders; processes requests for medical and fire incidents through the use of Emergency Medical and Fire Dispatch protocols. Qualified candidates must be able to communicate clearly, maintain composure in stressful situations, and have the ability to simultaneous perform multiple functions of their job.

Minimum requirements: High school graduate or equivalent, minimum of (3) three years' experience as a Public Safety Dispatcher preferably with Supervisory experience, Must successfully pass Critical computer-based testing program, medical examination, as well as a background investigation, including review of state and FBI records. METRO/NCIC Certification required.

The following qualifications are preferred: IAED Emergency Telecommunicator Certification, IAED Emergency Medical Dispatch Certification, IAED Emergency Fire Dispatch Certification, ED-Q Certifications for both Emergency Medical and Fire disciplines, and CPR. If necessary, this training will be provided by the Center upon hire.

Salary, Benefits, and Work Schedule: This is a full-time, benefit eligible position with a starting wage of \$27.82 per hour. Full time employee benefits include earned vacation, sick, and personal time, health, dental, life, and vision insurance, as well as flexible spending and health reimbursement accounts. Employees currently work a 4 day on 2 day off schedule and are assigned to 8 hour shifts on either day shift, evening shift, or overnight shift. Shift selection occurs once per year and assignments are based on seniority.

Interested candidates may email their application along with their cover letter and resume to 911Admin@auburnmaine.gov. Please visit our website at [Lewiston/Auburn 9-1-1](#) to obtain our employment application. The deadline for applications is November 11, 2019.

Equal Opportunity Employer