NOTICE OF JOB OPENING

Posting Begins | August 27, 2020 | Posting Ends | September 9, 2020

Position Title | ADMINISTRATIVE COORDINATOR (FIRE COMMUNICATIONS SUPERVISOR)

Department | Fire Department | Division | Fire Communications

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<th>Type</th>
<th>Hours/Week</th>
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<tr>
<td>X New Position</td>
<td>Full-time</td>
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<td>Replacement</td>
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<td>Seasonal Temporary</td>
<td>Part-time B</td>
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Location of Position | 6730 Riverview Ave Kansas City, KS 66102

BRIEF JOB DESCRIPTION: Responsible for providing direct supervision for Fire Communications Dispatchers and ensures compliance with KCKFD policies, protocols, and Standard Operating Procedures. The Communications Supervisor maintains a high level of operational knowledge regarding emergency dispatching procedures and serves as a technical expert over all dispatching operations. The Supervisor assists dispatchers with difficult and complex situations arising during emergency operations and monitors the delivery of appropriate and effective customer service to the public. The Supervisor manages personnel duty assignments and assures proper staffing levels at all times, including the coordination of overtime usage. This position will also mentor dispatchers and administer training activities to new personnel. The Supervisor audits all dispatch operations and develops strategies to maintain adherence to dispatcher performance standards as well as ensuring the operational readiness of all Communications Center equipment including telephone systems, radio systems, and Computer Aided Dispatch Software, making referrals to the appropriate sources of service when needed. The Supervisor assists with various administrative duties and performs all job duties related to the Fire Communications Dispatcher position as needed.

MINIMUM QUALIFICATIONS: Bachelor’s Degree in Business, Public Administration, or a related field, or a minimum of five years of increasingly responsible experience related to public safety dispatching, including two years of supervisory or lead experience; or any equivalent combination of education and experiences sufficient to successfully perform the essential duties of the job such as those listed above. The selected candidate will have current Emergency Medical Dispatcher (EMD) certification, Current American Heart Association CPR certification, knowledge of public safety CAD software and extensive knowledge of procedures, protocols, and operations of a public safety dispatch center. This position requires effective and professional communication skills, strong interpersonal and conflict resolution skills, ability to successfully supervise, motivate, correct, train and evaluate Communications staff. Preferred qualifications include: APCO Communications Training Officer (CTO) certification and Emergency Dispatch Quality Assurance (ED-Q) certification.

SUCCESSFUL APPLICANT IS REQUIRED TO TAKE PRE-EMPLOYMENT PHYSICAL AND DRUG SCREEN.

Salary Range | $3,756.13-$5,026.67/mo. | PI # | 1576, 1579 | Class. Code | 0104

It is the policy of the Unified Government not to discriminate against any employee or applicant for employment because of race, color, national origin or ancestry, religion or creed, sex, age, or disability. All applicants for this position who do not presently hold a safety sensitive position with the Unified Government will be required to submit to a drug test after successful bid and before actual appointment.

MUST BE A RESIDENT OF WYANDOTTE COUNTY OR WILLING TO RELOCATE
PUBLIC LAW REQUIRES ALL NEW APPOINTEES TO SUBMIT PROOF OF IDENTITY AND EMPLOYMENT ELIGIBILITY
EOE

The Unified Government of Wyandotte County / Kansas City, Kansas is an Equal Opportunity Employer and values diversity in its workforce.