



Naperville

EXTERNAL

EMPLOYMENT OPPORTUNITY

Job Title: Emergency Communications Supervisor (#4008)

Closing Date: When Filled

Salary: \$70,444 (*minimum of range*) - \$90,833 (*midpoint of range*) per year, commensurate with experience

Job Type:

Location: , Naperville, Illinois

Department:

Job Description:

The City of Naperville's Police Department has an opportunity for an Emergency Communications Supervisor for its Emergency Communications Center. Supervisors currently work 10-hour, rotating shifts, including weekends and holidays. Shift hours for this vacancy are TBD. Position supervises 4-8 employees on an assigned shift.

Responsibilities:

As a member of the supervisory team, you will schedule employees, train and mentor telecommunicator staff, and evaluate performance of and provide counsel to employees (initiating corrective action when necessary). Additionally, you will perform all other related supervisor duties including: maintenance of communications center equipment and files; adherence to Illinois Law Enforcement Automated Data System (LEADS) procedures and to CALEA accreditation guidelines; compliance with Police Department General Orders in relation to the Communications Division; etc. The Supervisor may also receive incoming calls and dispatch units for police, fire, ambulance and other emergency and non-emergency situations.

The position requires a respect for providing high-quality service and strong leadership skills. High-level communication (oral and written) skills are critical, as are skills in decision-making, critical thinking and problem-solving. Demonstrated knowledge of emergency communication center equipment and procedures as well as an understanding of the geographic features of Naperville and the surrounding service area are preferred. A supervisor's ability to be flexible with his/her work schedule (to attend meetings, workshops, training, etc.) is also important.

Qualifications:

An Associate's degree or equivalent is required (Bachelor's degree preferred). A minimum of 3-5 years of experience in public safety communications is required. In addition, preferred candidates will also have 3-5 years demonstrated success in a supervisory capacity in a public safety communications, public safety capacity or related career. The ability to establish and maintain effective working relationships and to deal effectively with staff under stressful conditions is critical. *Other considerations:* LEADS certification, skills in interpersonal relations, and a familiarity with applicable civil and criminal laws, collective bargaining agreements, and liability factors.

Current LEADS certification and Emergency Medical Dispatch (EMD) license is preferred or must obtain both within six months of hire. Must pass National Incident Management System (NIMS) training within a reasonable time after hire, including IS-100, IS-200 and IS-700.

Selected candidates will undergo a background check, polygraph exam, and post-offer drug screen and post-offer psychological assessment.

Additional Information:

The City of Naperville, Illinois is a dynamic community of 148,000 residents, conveniently located 28 miles west of Chicago. Various publications have named Naperville as one of the best cities in the United States in which to live. The City has gained national recognition for our family-friendly environment, excellent schools and library system, low crime rate, and vibrant downtown area. It's also a great place to work! Our municipal government employs over 900 dedicated individuals in a wide range of job categories and provides a dynamic & collaborative working environment, a forward-looking leadership team, and a competitive benefits package.



Naperville

EXTERNAL

EMPLOYMENT OPPORTUNITY

APPLY ON-LINE AT:

<http://www.naperville.il.us/careers/>

THE CITY OF NAPERVILLE IS AN E. O. E.

[CLICK HERE](#) for the City of Naperville's EEOP Utilization Report

The City of Naperville complies with the Americans with Disabilities Act (ADA). Individuals needing accommodations in the recruitment process should notify Human Resources in advance at (630) 305-7066.