

CAL COMM 911 CENTER Director

Under the direction of the Mayor of the Village of Calumet Park, directs a 911 emergency telephone system and centralized emergency dispatch center responsible for dispatching all police, fire and ambulance services with the municipalities represented in the Cal Comm 911 Center. Responsible for the maintenance for all communications and related equipment. Responsible for all administrative functions of the department to include: financial, personnel and preparation and administration of the budget.

Employee must meet the minimum requirements, conditions of employment, and be able to perform successfully all essential duties and responsibilities with or without reasonable accommodations.

This position will require irregular hours and travel by the employee in the employee's own vehicle.

Job Description

Summary

This position is responsible for the staffing, supervision, direction, training and administration of the 911 and is staffed with both full time and part time telecommunicators. This position will work closely with Law Enforcement, Fire and Rescue departments and Emergency Management personnel to ensure the highest quality of emergency services are provided to Municipalities represented by the center. This position requires a high level of responsibility, flexibility, attention to detail, the ability to work under pressure and the ability to maintain privacy and confidentiality in a 24hr/7 day operation.

Duties and Responsibilities

- Manages the installation, the operation and the repairs/maintenance of all new and existing equipment.
- Evaluates and maintains systems efficiency and ensures that all systems and all departments work cohesively together.
- Manages and coordinates vendors providing services to the Center.
- Prepares and provides documentation of equipment inventory and maintenance records.
- Responsible for staffing, training, scheduling, supervising, and evaluating the dispatch personnel for a 24 hr/7 day operation.
- Assists to develop plans and programs necessary to deal with all emergency situations within Municipalities represented in the center and coordinates those plans with other municipalities.
- Ensures that all policies and procedures are enforced.
- Identifies and investigates all public complaints and ensures quick and complete resolution.
- Responsible for maintaining an accurate database of Municipalities represented in the centers road and street addresses and the law enforcement, fire/emergency and medical teams that have jurisdictions in each of those locations.
- Fulfills public requests for information (FOIA).
- Responsible for maintaining the safety, security and confidentiality of the reports, the records, the building and the grounds surrounding the 911 Communication Center.
- Determines and presents budgetary requirements and operates within the approved budget.
- Researches, prepares and communicates strategic long term plans for the Center.

- Prepares reports, attends and actively participates in all 911 Board meetings and committee meetings and Village of Calumet Park Board meetings.
- Communicates, consults and advises Municipalities represented in the center and local agencies on data, projects, issues, and/or operations.
- Performs all other duties as assigned.
- Works with the collective bargaining unit to settle grievances, set schedules and maintain a positive work environment.
- Develop Plans and Procedures.
- Prepare and implement Policies and best practices.

Knowledge, Skills, Abilities and Other Characteristics

- Communicates clearly and maintains an effective working relationship with all levels of the State, the County, the community and the public and asks questions or seeks direction from the appropriate sources when needed.
- Can locate resources for local, state and federal grant applications, complete grant applications and administer approved grant funding.
- Has the willingness and flexibility to continually learn new regulations, procedures, equipment and systems and has the ability to train others.
- Has excellent problem-solving skills in stressful emergency situations and can react quickly and accurately to the situation.
- Can work in a supervisory capacity to build a knowledgeable team with a strong work ethic to meet department requirements and deadlines.
- Has the technical knowledge of emergency procedures and documentation required by state and federal regulatory agencies.

Managers

This position reports directly to the Mayor of the Village of Calumet Park

Minimum Requirements

- Must possess an Associate's Degree or commensurate experience in a related field and a Bachelor's Degree is strongly preferred.
- Must be LEADS certified.
- Must have a minimum of 2-3 years of previous supervisory experience and possess experience in safety dispatch or a combination of education, training and experience.
- Must possess a valid driver's license at the time of hire and maintain it throughout the course of employment.
- Must be able to travel from place of residence to the 911 Communication within 30 minutes.
- United States citizenship.

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but

as general guidelines that should be considered along with other job-related selection or promotional criteria.

Other Requirements

- Must have the ability to effectively operate and utilize a computer and any other equipment that is used to perform the essential duties and responsibilities of the job.
- Must be able to work longer hours on emergencies or projects as needed.
- Must be able to pass:
 - Thorough background investigation;
 - Medical and drug screening.
- This job description is not an all-inclusive list of duties and/or skills and is not to be considered a contract of employment.

Benefits

- Salary will be based upon education and experience
- Health, vision and dental insurance provided
- IMRF pension available
- Paid Holidays
- 4 personal days a year
- 1 sick day per month
- 15 vacation days per year

Resumes can be submitted in person or by mail to: Teri Raney 12409 South Throop Calumet Park, or by email to traney@calumetparkvillage.org. Resumes must be submitted before 4pm, Friday, June 30, 2023.

Selected candidate must pass a fingerprint-verified criminal background check

This Center is an Equal Opportunity Employer