



Kalamazoo County Consolidated Dispatch Authority



May 8, 2023

JOB POSTING

Dispatch Supervisor – Quality Assurance

Position Summary

Under the direct supervision of the Deputy Director and the general supervision Executive Director, the Dispatch Supervisor is responsible for coordinating efficient day-to-day operations of the dispatch center including but not limited to monitoring, assisting, directing, coaching, and evaluating Emergency Communications Officer I's and II's. Performs all dispatch center staff functions and assists with the implementation of policies, compliance, and provides oversight and coordination of specific assigned sub-classifications: shift supervision, training, and quality assurance. Supervisors work within general methods and guidelines, and exercise considerate independent judgment to select appropriate courses of action and discretion in supervising the work of subordinate employees. The Quality Assurance Supervisor is also assigned to coordinate and oversee KCCDA's Quality Assurance Program. Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Minimum Requirements

High school diploma or equivalent and a minimum of five (5) years' experience in an emergency communications/9-1-1 dispatch center with a minimum of three years' experience as a dispatcher. KCCDA, at its discretion, may consider an alternative combination of education and experience.

The above serves as a summary of the position's minimum requirements; not an all-inclusive list. For a complete list of essential job functions, minimum qualifications, and required knowledge, skills, and abilities, please refer to the Dispatch Supervisor job description and request a copy via email to admin@kccda911.org.

Status: Full-time / FLSA Non-Exempt

Hourly Wage Scale: \$30.09 - \$35.57

Application Deadline: June 1, 2023 at 3:00 p.m.

Qualified applicants must submit the following items before the application deadline in order to be considered as having applied for the position(s):

✓ KCCDA Application for Employment

Application packets can be submitted electronically to cmccomb@kccda911.org or via postal service to the following address:

*Kalamazoo County Consolidated Dispatch
7040 Stadium Drive
Kalamazoo, MI 49009*

KCCDA is an equal opportunity employer