

WASHINGTON COUNTY 911

Night Shift Supervisor (Full Time 7P-7A)

Responsibilities/duties include, but not limited to:

- Provide effective supervision to the shift including staff development, training, ensuring compliance of policies and guidelines, performance management, employee relations, and daily work assignments.
- Assist shift with primary duties of a dispatcher during periods of high call volume, major incidents and/or when a member of the shift is sick or has scheduled vacation, or at any other time when needed.
- Lead the shift during exceptional situations that arise, makes decisions, manage and implement proper services and assistance.
- Investigate issues/complaints that come in during the shift, document appropriately and submit feedback to the Operations Manager or Director & create an action plan if necessary.
- Perform monthly Quality Assurance Reviews for assigned dispatchers.
- Identify performance issues with the shift or individual(s) and address appropriately.
- Ensure operational readiness of 911 and communications equipment during the shift.
- Assist with administrative responsibilities assigned by the Operations Manager or Director.

Education, Experience and Qualifications:

- High School Diploma or GED
- Must have Advanced TCO Certification, or higher, on date of application
- 4 years of dispatching experience or any equivalent combination of education and experience that provides the required knowledge; 1 year prior supervisory or leadership experience preferred
- Good verbal and written communications skills
- Must have ability to work on multiple tasks at the same time
- Ability to maintain composure during highly emotional and stressful situations

Deadline for applications: Friday, March 1, 2019

APPLICATIONS ARE AVAILABLE AT AND RETURNABLE TO

Human Resources Office
Washington County Annex Building
105 West Main, Suite 101 • Brenham, Texas
www.co.washington.tx.us

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