



Rogers County 911 Center Job Opportunity

If interested, please send an email to rogerscounty911.ok@gmail.com and request an application

Title: 911 Dispatch Supervisor	Department: Rogers County 911 Center
Reports to: 9-1-1 Director	FLSA Status: Non-Exempt
Pay: \$19.23 per hour	Full Time/Part Time: Full-Time 7 pm - 7a m
Position Posted: 08/03/2022	Posting Closes: Until Filled

Position Profile

Rogers County 9-1-1 Shift Supervisor

Rogers County 9-1-1 is hiring a full-time Shift Supervisor from 7 pm – 7 am. This position serves as a working supervisor. The Supervisor will direct and supervise subordinate staff, including prioritizing and assigning work and related activities, ensures appropriate staffing levels are maintained, and performance management including evaluating work performance, coaching, mentoring, leading by example, and/or implementing corrective action for performance and conduct issues.

We are a Consolidated Center serving several Police, Fire, and Medical Services.

Qualifications

Must be computer literate and type 45 wpm. You must be 18 years old, pass an assessment test, background check, and medical screening. Five-years' experience as a dispatcher and five-years' experience as a supervisor. Employer paid benefits, longevity pay, and retirement.

Education

- Two (2) year Associates Degree preferred
- NCIC Certification
- Protocol certifications as required for Police, Fire, and Medical Disciplines within 6 months
- Complete FEMA Incident Command System courses within 6 months
- Certified Training Office (CTO) Certification

Knowledge, Skills, and Abilities:

- Read, write, spell, speak, and understand the English language.
- Smoothly and rapidly shift between dissimilar tasks and react quickly and calmly to emergency situations.
- Communicate well both verbally and in writing.
- Willingness and ability to learn computer operations for different systems.
- Ability to deal with extremely irate or difficult people, in person or on the phone.
- Ability to manage stress of multiple projects and deadlines, while maintaining a positive attitude.
- Establish and maintain positive relationships with staff, employees, and public.
- Work well alone, and/or within a team, participating fully.
- Ability to focus on task at hand while working in busy, loud environment.
- Exercise sound judgment and solicit assistance for decisions in a manner consistent with the essential job duties and responsibilities, while maintaining confidentiality and integrity.
- Enthusiasm to update job knowledge.

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