

Ouachita Parish Police Jury

JOB OPPORTUNITY ANNOUNCEMENT

POSITION: 911 Calltaker Shift Supervisor	OPENING DATE: January 20, 2019
SALARY: \$ 15.00 – 18.00/hr	APPLICATION DATE: Until Filled

(Present Parish employees are given three (3) days priority in applying for the vacant position before outside applicants will be considered. Parish employees may still apply after the designated deadline, but priority will not be given.)

DUTIES:

The 9-1-1 Shift Supervisor works under the general supervision of the Call-Taker Manager. In addition to duties as a Call-taker, the Shift Supervisor assures employee performance; monitors equipment function; and insures the communications center is operating at optimum efficiency and in accordance with the Standard Operating Procedure. The 9-1-1 Shift Supervisor is responsible for personnel scheduling as well as implementing training initiatives and monitoring overall performance of the call center on the assigned shift. The work is very stressful and must be performed with a high degree of accuracy. The 9-1-1 Shift Supervisor must be able to assume responsibility, communicate clearly and function effectively in demanding situations. The Shift Supervisor must have good typing, as well as basic computer skills and should possess the ability to record, transmit, and report information accurately. The Shift Supervisor must have the ability to independently resolve problems that arise in the Call Center and creatively formulate and implement plan of action to resolve problems as they arise.

QUALIFICATIONS:

Training and experience - 21 years of age and a high school graduate. A minimum of 2 years prior experience in Public Safety Communications

Knowledge

The techniques, procedures and methods used in the operation of a public safety communications center as well as the functions and responsibilities of the alternate emergency response agencies in the area. Knowledge of local streets, highways, subdivisions, landmarks and a general knowledge of cartography and area geography are important to the performance of this job.

Abilities and Skills

The 9-1-1 Shift Supervisor must possess the ability to react quickly using sound reasoning and problem solving skills to adopt an effective course of action in stressful situations; deal tactfully and effectively with the public, co-workers, response agencies, and service personnel; follow oral and written instruction; work independently, as a team, or multitasking to enhance effectiveness. Communication skills such as the ability to spell, speak distinctly, hear and understand English is vital to job performance.

Other Requirements

Must successfully pass an extensive background investigation.

Must be willing to work weekends, holidays, evening or night work schedules.

BENEFITS:

The Parish offers liberal benefits, including an excellent retirement system, vacations, sick leave and health and life insurance. Employee may advance to higher positions, based on his/her abilities and interests, and on the needs of the Parish.

HOW TO APPLY:

Applications must be submitted either online at www.oppj.org/hr or on the OFFICIAL FORM that is available from and may be returned to:

Ouachita Parish Police Jury, HR Department
Ouachita Parish Courthouse, 301 South Grand, Suite 201
Telephone: 318-327-1340

Equal Employment Opportunity Employer