



HEARTLAND COMMUNICATIONS FACILITY AUTHORITY

Invites Applications for the Position of **LATERAL COMMUNICATIONS SUPERVISOR**

April 1, 2021, through April 23, 2021

Our Comprehensive Benefits Package includes an Annual Salary Range \$70,096 - \$85,322, Health, Dental, Life Insurance, Disability, and a CalPERS Retirement Plan with 8% employee paid Retirement formulas (2% at 62 for PEPRA Members or 2.7% at 55 for Classic Members)

THE ORGANIZATION

Heartland Communications Facility Authority is a 9-1-1 fire and medical dispatch communications center created in 1987 by a Joint Powers Agreement (JPA) to provide emergency communication services to Fire/EMS agencies in the eastern and southern areas of San Diego County. The mission of HCFA is to provide high quality, compassionate, emergency dispatch services to the communities and public safety agencies we serve through a cooperative effort and the sharing of resources.

THE POSITION

Under general supervision and, within a framework of established procedures, a lateral Supervisor position is responsible for providing direction and supervision to Public Safety Dispatch personnel in fire communications activities on an assigned shift and related work as assigned. Although this position may work as a fill-in dispatcher, this position is not a dispatcher but rather performs supervisor duties and tasks assigned by the Operations Manager or Director.

The Communications Supervisor assigns and monitors the work of subordinate personnel and writes annual evaluations. Will work with scheduling, EMD-Q, IQS, IROC, oversee Communications Training Officers (CTO), develops and presents training programs, plans, and schedule subordinates' work. Recommend staffing and equipment needs, assist in development and revisions of operational procedures, ensure that HCFA policies and procedures are followed, and advise Management of emergencies and activities that impact the center. Will rotate days and nights and Communication Dispatch Officer (CDO) duty. Researches and prepares reports.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent. Bachelor's degree from an accredited university preferred. Minimum of (2) years of Supervisor experience in a communication center. Has attended Supervisor Leadership training.

An ideal candidate should have the ability to:

- Understand the functions of an emergency 9-1-1 dispatch center;
- Must be able to work with upper Management and retain confidential information.
- Use a 911 Computer Aided Dispatch (CAD) system (preferably Central Square Enterprise);
- Utilize IROC and Incident Qualification System (IQS)
- 800 MHz & VHF radio system;
- 911 telephone systems;
- Professionally and legally handle disciplinary procedures;
- Address public complaints;
- Assist in determining adequate staffing and assigning work schedules, breaks, and meal periods.
- Communicate effectively in written and oral form;
- Know how to use Microsoft Office Suite;
- Always portray professionalism
- Maintain an efficient working relationships at all times with both staff and Management;
- Exercise independent judgment during high activity;
- Make priority and problem-solving decisions;
- Exercise the supervision principles and practices and training;

- Participates in meetings as necessary;
- Understand the organization and functions of the JPA Members and Contract Agencies;
- Must have the skills and abilities to perform supervisory duties with an unbiased view.
- Must be able to prioritize projects and manage time.
- Must be able to work in a team environment and manage assigned projects.

TO APPLY: Preferred application method is to fill out the application on our website: www.heartlandfire.net please attach your resume. This posting will close 5:00 p.m. April 23, 2021. You may also print and mail application and resume to:

**Heartland Communications
Attn: Valerie Nellis
100 E Lexington
Avenue El Cajon, CA.
92020**

Candidates with a disability that may require special assistance in any phase of the application or interview process should advise Heartland Communications Personnel Department upon applying. Documentation of the need for accommodation must accompany the request. Heartland Communications JPA is an Equal Opportunity Employer (EOE).

Any provision contained in this announcement may be modified and/or revoked without notice. The provisions of this announcement do not in any way constitute an expressed or implied contract of employment