

Safety Operations Center Supervisor

Summary:

The purpose of this position is to oversee daily traffic management, the safety and security of employees and resources, manage public safety dispatching, assist with projects, monitor activities and employees, assist with managing the Safety Operations Center incident activities, determine the nature of roadway problems, and ensure accurate and expeditious response to emergency situations. This is accomplished by interacting with staff, department and outside agencies, maintaining reports and statistics, monitor and evaluate performance, schedule staff training, and communicate ongoing issues. Other duties include preparing and presenting information, attending meetings, preparing reports, coordinating with other agencies, responding to inquiries, reviewing activities logs, developing procedures, and monitoring supply inventories.

This is a designated Essential Employee position, whose attendance is required to maintain agency operations during an emergency or inclement weather situation.

Responsibilities:

- Supervises, assigns, reviews, and participates in the work of staff who receive and process emergency and non-emergency calls.
- Monitors phone and radio traffic to ensure procedural compliance.
- Reviews information entered into the Computer Aided dispatch System.
- Conducts quality assurance feedback and coaching sessions.
- Supervises the incident, by ensuring timely notification of traffic flow disruption.
- Notifies appropriate entities related to problems or complaints.
- Answers emergency and non-emergency telephone lines and directs calls accordingly.
- Gathers information from callers including location, nature, severity, and status of emergencies.
- Enters, maintains, updates and research information in the Local, State, and National Law Enforcement Telecommunications Systems.
- Researches and responds to inquiries from other law enforcement agencies and departments.
- Attends meetings and training.
- Regular and consistent attendance for the assigned work hours is essential.
- Monitors several radios as required and ensures all are operational.
- Accesses and operates video and audio equipment.
- Provides security surveillance and access control for employees and customers to NTTA property/facilities.
- Oversees and assists with training by coordinating and scheduling training, ensuring training is documented.
- Recommends changes by analyzing statistical performance, suggesting changes, providing regular management reports, tracking accidents and response times, monitoring significant incidents, monitoring police activity, and developing regular reports to management.

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- Manages law enforcement systems by validating records, researching information, and remaining current on changes, ensuring employees are using equipment and information appropriately, preparing for audits, conducting monitoring, completing state and national checks, and providing oversight for the security of the system.

Qualifications:

Minimum:

- High school diploma or equivalent
- 6-months/1-year advanced training or education beyond a high school diploma
- Three years of prior 911 Public Safety dispatching, or three years in the Safety Operations Center Command Center as a Public Safety Dispatch II, or a combination of the two equaling 3 years, with a minimum of one of those years as a Public Safety Dispatch II.
- Proof of US Citizenship - Original certified copy of your birth certificate (no photocopy) or original certified copy of your Naturalization papers (no photocopy).
- Must pass a job-related medical examination including a drug screen, psychological exam; have vision correctable to 20/40 and have normal color vision and normal hearing registered at 500-4000 Hertz set at 20db.
- Must demonstrate a state of physical and mental health consistent with the ability to perform assigned duties.
- Must pass a background check.
- Passing score on a typing test which shows a typing proficiency of at least 35 wpm.
- Valid driver's license
- Ability to obtain and maintain TCIC/NCIC and NLETS/TLETS certification and Security Awareness certifications.

Preferred:

- N/A

If interested, please contact the following individual:

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