



Public Safety Communications Director

City of Everett

Under the direction of the Mayor, The Public Safety Communications Supervisor is responsible for administration and management of the Public Safety Communications Unit. The Everett E-911 call center provides enhanced E 911 phone call taking services to the citizens of Everett and radio/telephone dispatch services to the Police and Fire Department. The dispatch center is staffed by 12 fulltime and part time employees, and has an annual budget of \$750,000. The Director plans, organizes, directs and evaluates all operations of the 911-dispatch center. Supervise and train all employees of the division. Standardize operating guidelines, rules and regulations for the division. Schedule staff for full operations at all times. Coordinate actions with other departments and agencies directly involved in emergency services. Prepare and maintain records and reports. Responsible for unit's adherence to City rules, policies and procedures. Make purchases and provide necessary documentation as required by Procurement Office and State Law. Maintain the function or equipment; evaluate hardware and software needs on an on-going basis. Evaluate and maintain performance of employees. Prepare all financial reports and documents. Prepare and oversee budget. Assure safety, cleanliness and upkeep of work facility, building and grounds. Assure adherence to all laws of employment, i.e., FLSA, ADA, Workers Compensation and maintain working knowledge of Labor Law. Ability to perform all functions of dispatch operation and evaluate training needs.

A bachelor's degree in public administration, communications, or a closely related field, and two years of progressive experience in public safety communications, including two years of managerial responsibilities, is required; or any equivalent combination of experience and education which provides the applicant with the desired skills, knowledge and ability required to perform the work. Certification as an E911 Dispatcher must be obtained within six (6) months of hire. Salary \$60,845.69 - \$69,391.86. Excellent benefits. Please send cover letter and resume to Personnel Department, City of Everett, 484 Broadway, Everett, MA 02149 or email hr@ci.everett.ma.us. Application will be accepted until position is filled. The City of Everett is an Equal Opportunity Employer.

