

Emergency Dispatch Supervisor

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Company: Vectrus

Location: Kuwait

Category: other-general

Overview

****This position will be physically located in Kuwait in support of LOGCAP****

This position is responsible for the supervision of Emergency Services Dispatch Leads and Emergency Services Dispatchers. Responsible for overseeing the daily operations of the communication center. Ensuring personnel are fully certified and IAW with the DoDI 6055.06 certification program.

Responsibilities

This position description is subject to change at any time as needed to meet the requirements of the program or company.

Supervises the processes of the communications center.

Records data and updated relative databases and/or reports.

Supervises the Emergency Services Dispatcher and Emergency Services Dispatcher Lead

Gathers data and conducts analysis to improve processes as required

Oversees the training of new employees

Develop internal Emergency Services weekly and monthly training and continuing organizational education for the work center

Provides Emergency Medical Dispatch Certification Class for new employees

Ensures Communication Center equipment is operational

Responsible for creating and updating work instructions.

Provides recommendations on how to ensure the call center functions more effectively and efficiently.

Performs other duties or assignments as required.

Qualifications

Minimum Qualifications: One-Year of education may be substituted for one year of experience. Bachelor's degree, preferred. Must be a . Citizen. Must have an active Secret Clearance. Must be CAC eligible and/or able to obtain a Common Access Card (CAC)

Certifications: International Fire Service Accreditation Congress (IFSAAC) or Proboard Hazmat Materials Awareness International Fire Service Accreditation Congress (IFSAAC) or Proboard Telecommunicator I and II American Heart Association CPR Emergency Medical Dispatch (EMD) Instructor certification, preferred.

Experience: 5 years' experience as a Police, Fire, and/or Emergency Medical Services Call Center, 911 Communications Center, preferred. Must have the ability to communicate clear, concise, and effective messages with a very diverse customer base. Applicant must have a demonstrated knowledge of communication center policies and procedures

Skills: Excellent computer, interpersonal, oral, and written communication skills required. Computer skills include a working knowledge of Microsoft Word, Excel, and Outlook. Leadership skills working with subordinate personnel in forming teamwork, judgment, and ability to interface with a variety of customers.

Working Conditions and Physical Requirements: Must be capable of working in an extreme weather conditions with temperatures exceeding 120 degrees Fahrenheit. Indoor and/or outdoor environment with very adverse and harsh conditions (., hot, dry, dusty, desert environment with average temperatures of 130 degrees in the summer months). Includes

some industrial production environment conditions as well. Medium work. Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Work may require heavy lifting, stooping, climbing, prolonged standing, prolonged sitting, and working with or in areas where a potential could exist for exposure to physical, chemical, or biological agents. Employee use of personal protective equipment (PPE) is required for some situations. PPE includes, but is not limited to, head, foot, torso, respiratory, vision, and hearing protective devices. Must comply with all Fire and Safety Regulations and post policies.

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