

# ***Ouachita Parish Police Jury***

## **JOB OPPORTUNITY ANNOUNCEMENT**

<b>POSITION: 911 ECS Shift Supervisor</b>	<b>OPENING DATE: July 3, 2023</b>
<b>SALARY: \$ 15.00 – 18.00/hr</b>	<b>APPLICATION DATE: Until Filled</b>

(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 Operations Manager. In addition to regular duties as an Emergency Call Specialist, the position of 9-1-1 Shift Supervisor/Training Officer includes responsibilities as a line supervisor in monitoring and evaluating the performance of the assigned shift. The 9-1-1 Shift Supervisor/Training Officer is responsible for personnel scheduling, quality assurance, notify the Operations Manager of any deficiencies as well as implementing training initiatives and monitoring overall performance of the call center on the assigned shift. Lastly, briefing the on-coming shift of events that transpired during the shift.

### **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. The ability to work well as a team and promote a positive work environment to encourage peer development is crucial as well. Knowledge of area 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/Training Officer 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 & drug screen.  
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](http://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**