



Public Safety Communications Supervisor Vacancy

The Lewiston/Auburn Emergency Communications Center seeks a full-time Public Safety Communications Supervisor. This is a union position responsible for the supervision of an assigned shift. This position works as part of a team and is expected to answer emergency and non-emergency calls as well as dispatch responders in addition to their Supervisory responsibilities.

Duties include the following: Supervises 9-1-1 dispatchers assigned to their shift; prepares quality assurance reviews as directed by agency policy; assists with annual performance reviews as assigned; issues discipline as necessary; Operates the IMC software based computer aided dispatch (CAD) system, NCIC/METRO, and NextGen 9-1-1; establishes priorities of calls for service, and dispatches the appropriate number and type of resources to address the need; monitors all radio frequencies in the communications center, monitors and maintains all equipment within the communications center; answers inquiries from, and provides information to the public; disseminates various types of information to law enforcement concerning licensing, registrations, warrants, protection orders; processes requests for medical and fire incidents through the use of Emergency Medical and Fire Dispatch protocols. Qualified candidates must be able to communicate clearly, maintain composure in stressful situations, and have the ability to simultaneously perform multiple functions of their job.

Minimum requirements: High school graduate or equivalent, minimum of (2) two years' experience as a Public Safety Dispatcher preferably with Supervisory experience. Must successfully pass Critical computer-based testing program, medical examination, as well as a background investigation, including review of state and FBI records.

The following qualifications are preferred, but not required: IAED Emergency Telecommunicator Certification, IAED Emergency Medical Dispatch Certification, IAED Emergency Fire Dispatch Certification, METRO/NCIC Certification, and CPR. If necessary, this training will be provided by the Center upon hire.

Salary, Benefits, and Work Schedule: This is a full-time, benefit eligible position with a starting wage of \$34.04 per hour. Full time employee benefits include 12 earned vacation days per year, 12 earned sick days per year, 2 floating holidays per year and 1 personal day per year, health, dental, life, and vision insurance, as well as flexible spending and health reimbursement accounts. Employees are eligible for MainePERS 3C retirement plan (25 years, no age) or ICMA retirement plans. Shift selection occurs once per year and assignments are based on seniority. Current vacancy is on the overnight shift and consists of a combination of 8 and 12 hour shifts with a minimum of 3 fixed days off per week.

Interested candidates may email their application along with their cover letter and resume to 911Admin@auburnmaine.gov. Please visit our website at [Lewiston/Auburn 9-1-1](#) to obtain our employment application. Application deadline is February 11, 2025.

Equal Opportunity Employer