



KenCom Public Safety Dispatch

1100 Cornell Lane, Yorkville, Illinois 60560

Phone (630) 553-0911

Fax (630) 553-9411

9-1-1 Shift Supervisor Position (Full-Time)

KenCom Public Safety Dispatch is a consolidated emergency communications center located in Kendall County. It is a 24 hour, 7 day per week operation currently serving thirteen police, fire, and EMS agencies in Kendall County. KenCom is currently seeking applicants for 9-1-1 Shift Supervisor.

Shift supervisor job duties include, but are not limited to, performing the job of telecommunicator by answering 9-1-1 calls, transmitting vital information to emergency responders via radio, logging information in the Computer-Aided Dispatch (CAD) system, answering non-emergency administrative phone lines on behalf of our police and fire agencies and also performing the job of supervisor by leading and managing the work of telecommunicators including during high priority incidents, maintaining the Computer Aided Dispatch System and E911 phone system databases as well as other software programs used by KenCom, maintaining adequate staffing and managing the schedule, managing the training program and training employees, troubleshooting technical problems and coordinating repairs, investigating complaints and evaluating, rewarding and disciplining subordinates.

The shift supervisor annual starting salary is \$80,683. Additional benefits include an IMRF retirement plan as well as optional medical, dental and life insurance plans.

Applicant Requirements:

- ❖ Must have a minimum of 3 years of experience as a 9-1-1 telecommunicator
- ❖ Must possess strong interpersonal and leadership skills
- ❖ Must be able to think analytically and solve complex problems while adhering to policy
- ❖ Must be able to remain calm and professional during high stress situations and when dealing with personnel issues
- ❖ Must be able to pass a written exam, typing test, full police background investigation, psychological exam, polygraph and physical exam which includes a drug screening and hearing screening
- ❖ Must be able to work any of the three shifts, weekends and holidays along with overtime that may be mandatory
- ❖ Schedule flexibility and multi-tasking are paramount!

Desired Qualifications:

- ❖ Previous experience as a supervisor in a 9-1-1 center

Applications are available at www.KenCom911.com. A completed employment application must be submitted to be considered for employment.

The application deadline is October 15th, 2021. Completed applications can be submitted by fax to (630-882-8532), by email to HR@KenCom911.com, or by mail to 1100 Cornell Lane, Yorkville, IL 60560. ***KenCom will not accept in-person drop-offs at our facility.***



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Once the application deadline has passed, KenCom will reach out to you to schedule testing.
Please do not call to inquire about the status of your application.