



City of Nampa Dispatch Manager

No Vaccine Required

The City of Nampa Police Department has an opening for Emergency Services Dispatch Manager.

The City of Nampa is committed to ensuring equal opportunities to all individuals. If you need an accommodation to participate in the application process, please contact the Human Resources Recruitment Specialist at 468-5437. TDD Relay Service: US West 1-800-377-3529 or 7-1-1.

PLEASE READ INSTRUCTIONS CAREFULLY: THE FOLLOWING TWO STEPS MUST BE COMPLETED TO MOVE FORWARD IN THE RECRUITMENT PROCESS.

1. **Keyboarding Test.** Please use this link to take your keyboarding test. You will need a valid email to do so. Results from other test sites will not be accepted. <https://es.eskill.com/es/quiz?testId=3bcd54c252e98a50>
2. TO TAKE A KEYBOARDING TEST ON ANY INTERNET CONNECTION. Successful candidates must pass the keyboarding exam with a minimum of 40 words per minute and 92% accuracy. **Applicants must upload results in with their online application.**

****PRIOR TO APPOINTMENT, CANDIDATES WILL BE REQUIRED TO GO THROUGH A STRINGENT BACKGROUND CHECK****

Specific Disqualifiers/Behaviors:

Felony, Criminal Activity Disqualifiers:

No marijuana use in the last three (3) years or illicit drugs use in the last five years (5).

No felony or serious misdemeanor convictions since the age of 18.

No under the age of 18 adult criminal waivers.

- No undetected felony or serious misdemeanors committed by applicant since the age of 18

- No minor misdemeanor convictions in the last 5 years or extensive minor misdemeanor history
- Able to meet all IDAPA rules concerning character, drug use, traffic violations, and criminal violations.
- You can find these rules and disqualifiers at <http://www.postidaho.gov/>

General Information:

- Department: POLICE
- FLSA Status: Exempt
- Grade/Level: \$62,151 - \$96,844/Year Based on Prior Experience.
Amount of Travel Required: None
- Job Type: Regular | 40 hours/week for full-time. The incumbent must be able to work flexible and varied hours.

Benefit Information:

- Health Insurance, Dental and Vision
- Retirement is rule of 90
- Life Insurance
- PERSI retirement
- Voluntary 457 deferred compensation programs
- Voluntary 401(k) retirement program
- Employee Assistance Program
- Wellness Program
- Flexible Spending Account
- Fully paid Long-term disability insurance
- Personal Leave & Holiday Pay
- Uniforms provided

Testing Procedures:

- **The scored oral interview:**
A panel of interviewers will ask questions to gain insight into your qualifications and ability to perform as an Emergency Services Dispatch Manager. We are interested in your prior education or experience, your reasons for seeking a position as an Emergency Services Dispatch manager, and why you feel you would be a good member of our team.
- An eligibility list will be created based on your oral interview scores. Points will be awarded to eligible veterans in accordance with Federal and State laws, those details are outlined below.
- It is the successful candidate's responsibility to notify Nampa City Human Resources of any change of address and/or telephone number during the term of the eligibility list.
- Names may remain on the eligibility list for one year, or until deemed otherwise by the Police Chief and/or Human Resource Director.

****Please note: Prior to appointment, candidate(s) will be required to pass a stringent background check to include an oral board evaluation, extensive FBI & criminal background check, polygraph examination, extensive psychological examination and evaluation, medical physical examination, driving record check, and drug/alcohol screening which is paid for by the City of Nampa.**

Note regarding Veterans Status:

Candidates who qualify for veteran's preference, and who pass the administered exams of the entry-level testing process, are given veteran's preference points which are added to their overall test score. You must submit a long-form DD-214 at the Oral Board Interview, which indicates the nature of your discharge in order to receive veteran's preference.

POSITION SUMMARY:

Role Statement for Dispatch Manager:

Plans, supervises, and evaluates the work of dispatch personnel within the Nampa Police Department Communications Division; performs other duties as required or assigned.

Distinguishing Features of the position:

The principal function of an employee in this class is to plan, supervise, evaluate, and schedule the work of personnel within the Nampa Police Department Communications Division. The work is performed under the supervision and direction of an assigned Lieutenant, but extensive leeway is granted for the exercise of independent judgment and initiative. Supervision is exercised over individuals in the classes of Emergency Services Dispatcher and Emergency Services Dispatch Supervisor. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with the employee group, assigned supervisor(s), other City employees, and the public. The principal duties of this class are performed in an emergency telecommunications environment.

Key Job Accountabilities:

- Plans, supervises, and evaluates the work of dispatch personnel within the Nampa Police Department Communications Division; performs other duties as required or assigned.
- Plans, schedules, supervises, and evaluates the work of division personnel, including providing approval for the selection of staff, monitoring work schedules, interviewing for new or vacant positions, providing direction when necessary, disciplining as required, managing conflict, and rewarding employee performance when appropriate; or makes recommendations which are given weight about the change of status of other employees.
- Performs administrative tasks including, but not limited to, assisting with annual budget preparation, and acting as liaison between the communications division and other divisions of the Nampa Police and Nampa Fire Departments; other law enforcement, fire, and EMS agencies; the City of Nampa 911 Advisory Board; and outside service providers.
- Understand the duties and responsibilities of a dispatcher.
- Assumes responsibility for other duties as required or assigned.
- Oversees the training of new employees and the processes used to do so.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, best practices, and new developments in the emergency telecommunications environment.
- Acts as the department representative/liaison with local, state, and federal committees that influence emergency dispatch services.

Key Behavioral Competencies:

- Accountability – Ability to accept responsibility and account for his/her actions.
- Analytical Skills – Ability to use thinking and reasoning to solve a problem. Ability to develop a vision for the future and create a culture in which the long-range goals can be achieved. Understands and processes complex information and exercises sound judgment, considering the situation, the issues, the key players, and the levels of authority involved. Proposes courses of action that further the objectives, priorities, and vision of the organization.
- Commitment to Safety – Understands, encourages, and carries out the principles of integrated safety management; complies with or oversees the compliance with safety policies and procedures; completes all required training; takes personal responsibility for safety.
- Communication - Ability to communicate effectively with others using both the spoken word and written directives.

- Detail Oriented – Ability to pay meticulous attention to all aspects of a situation or task no matter how small or seemingly unimportant.
- Innovative – Ability to look beyond the standard solutions.
- Judgment – The ability to formulate a sound decision using the available information.
- Leadership – Ability to influence others to perform their jobs effectively and to be responsible for making decisions. Achieving results by successfully setting objectives, conducting performance reviews, motivating employees, delegating tasks, teambuilding, and empowering the team.
- Problem Solving – Ability to find a solution for or to deal proactively with work-related problems.
- Reliability – The trait of being dependable and trustworthy.
- Relationship Building - Ability to effectively build relationships with customers and co-workers.
- Time Management – Ability to effectively utilize available time for the completion of necessary job tasks.

Education, Experience Level, Certification Requirements:

- High School Graduate or General Education Degree (GED): Required
- 5 or more years of experience in leadership positions, including supervisory experience or any combination of experience and training which provides the equivalent scope of knowledge, skills, and abilities necessary to perform the work.
- Experience with emergency dispatch services preferred.

Knowledge, Skills and Abilities Required:

- Strong verbal and written communication skills
- Leadership skills and accountability
- Manages with data and emotional intelligence
- Acts with urgency to anticipate and respond to emergencies
- High self-awareness, self-management, social awareness, and relationship management skills
- Ability to establish priorities, organize workflow, and adapt to ongoing improvement needs
- Ability to maintain solid working relationships with team and workforce
- Ability to inspire a wide range of individuals from various ethnic, educational, experience, socioeconomic and cultural backgrounds
- Easily accepts responsibility for team failures and sets team up to shine with internal customers
- Is a role model for creating a safe place for uncomfortable constructive candor and leads the way by example
- Team player, working toward common goals as part of a compassionate, cohesive team
- Effective at building long-term relationships through constructive candor and coaching with dispatch staff in balance with customers and stakeholders
- Strategic thinking and planning skills
- Flexible and agile shift / pivot ability to meet ever-changing business needs
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks and the ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology

Working Conditions (more detailed essential physical job functions available upon request):

The City of Nampa is an equal employment opportunity employer. All applicants will be considered for employment without regard to race, color, religion, sex, national origin, veteran, disability status or any other characteristic protected by federal, state, or local laws.