

Saginaw County 9-1-1 Communications Center Authority

618 Cass Street • Saginaw, MI 48602 • (989) 797-4590 • Fax (989) 790-5288

Now Hiring: Supervisor – Saginaw County 9-1-1 Central Dispatch

Job Title: Supervisor

Organization: Saginaw County 9-1-1 Central Dispatch **Location:**

Saginaw, Michigan

Employment Type: Full-Time, Union

Salary: Starts at \$33.13/hour and progresses to \$38.76/hour

Application Deadline: July 20, 2025

Position Overview:

Are you a skilled communicator and natural leader with operational knowledge and a strong background in emergency communications? Saginaw County 9-1-1 Central Dispatch is seeking a driven, experienced, and compassionate individual to take the next step in their career as a supervisor. As a supervisor, you will serve as a pivotal team leader by managing daily dispatch operations, coaching and motivating staff, and ensuring the highest standards of emergency communication are met. You'll work alongside dedicated professionals who share your drive for excellence and service.

Key Responsibilities:

- Lead and guide a team of dispatch professionals
 - Direct and coordinate dispatch operations
 - Evaluate performance and provide coaching and feedback
 - Ensure compliance with established protocols, policies and procedures
 - Scheduling shifts and ensuring full operational coverage
 - Promote a positive and professional workplace culture
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Minimum Qualifications

- **Experience:** At least 2 years as a 911 Dispatcher
- **Education:** High school diploma or GED required
- Completion of Module 1 & 2 Telecommunicator Training Courses
- Must attain CTO certification within 12 months of hire
- Ability to work nights, holidays, weekends, and overtime
- Strong communication, leadership, and interpersonal skills
- Must pass a drug screening, physical, and extensive background check

Preferred Qualifications:

- NENA Center Manager or APCO ENP Certification
 - MMRMA FOIA Training
 - DeWolf CTO Course
 - SNC-approved leadership training
 - Knowledge of Saginaw County's geography and jurisdictions
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Core Competencies:

- Clear and effective verbal communication
 - Proficiency in emergency dispatch operations
 - Strong decision-making and problem-solving skills
 - Ability to mentor and train staff
 - Excellent time management and organizational skills
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Benefits:

- Health, Dental, and Vision Insurance
 - Retiree Health Care for Employee & Spouse
 - Employer-Matched Retirement Plan
 - Life Insurance
 - Disability Insurance
 - Paid Time Off and Holiday Pay
 - Employee Assistance Program (EAP)
 - Professional Development Opportunities
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How to Apply:

Submit your resume and letter of interest by **July 20, 2025, at 11:59 PM** via:

- **Email:** 911@saginawcounty.com
 - **By Mail:**
ATTN: 9-1-1 Director
Saginaw County 9-1-1 Central Dispatch
618 Cass St, Saginaw, MI 48602
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Saginaw County 911 Central Dispatch is an Equal Opportunity Employer.