



9-1-1 Dispatch Shift Supervisor

South East Regional Emergency Services Authority (9-1-1 Dispatch)

The South East Regional Emergency Services Authority is seeking a **dedicated, experienced, and service-oriented professional** to join our team as a **9-1-1 Dispatch Shift Supervisor**.

This critical leadership position serves as a first-line supervisor responsible for directing and supporting Emergency Dispatchers assigned to a shift. The Shift Supervisor plays an essential role in ensuring emergency calls are handled professionally, efficiently, and accurately while providing leadership and support to dispatch staff in a high-pressure environment.

Key Responsibilities

- This employee serves as the first-line supervisor directing the work of Emergency Dispatchers assigned to a shift.
- Efficiently dispatch law enforcement, fire, and EMS units.
- Provide exceptional customer service during emergency and non-emergency situations.
- Collaborate with team members to ensure prompt and accurate communication.
- Promote teamwork, professionalism, accountability, and a positive work environment.

See the full job description for additional duties and responsibilities.

Work Schedule

- **12-hour shifts**, working 7 days over a 2-week period following completion of training.
- **Every other weekend** following completion of training.

Compensation & Benefits

2026 Hourly Pay Range: \$36.79 – \$39.83

We offer a comprehensive benefits package, including:

- **Health, dental, and vision insurance** with no employee-paid premiums.
- Generous **vacation, holiday, personal, and sick leave**.
- **Defined contribution retirement plan** with:

- 10% employer contribution
- 5% employee contribution
- 11% employer contribution after 8 years of service
- 12% employer contribution after 15 years of service
- Optional **457 deferred compensation plan**.
- **Employee Assistance Program (EAP)**.
- Comprehensive paid training.
- Opportunities for career advancement with multiple roles beyond shift supervisor.

Minimum Qualifications

Candidates must possess a thorough knowledge of the **principles and practices of employee supervision**, including:

- Work planning and organization.
- Employee scheduling and assignment.
- Work review and performance evaluation.
- Employee discipline and corrective action.
- Training staff in organizational policies, procedures, and operational standards.
- Effective communication, leadership, and decision-making in a fast-paced emergency services environment.

Make a Difference When It Matters Most

A career in 9-1-1 communications is more than a job — it is an opportunity to **lead a team that helps save lives and protect our communities every day**.

If you are an experienced public safety communications professional who is ready to take the next step in your career and lead others in a mission-critical environment, we encourage you to apply for the **9-1-1 Dispatch Shift Supervisor** position.

How to Apply

Interested candidates are encouraged to submit a cover letter and resume to the director at tleese@seresa.org.

Application Deadline: November 3rd. 2026

Join us at SERESA and make a meaningful impact in our served communities!