



# Dispatcher Supervisor

## Franklin County Regional Communications Center

### Farmington, Maine

Franklin County is seeking qualified applicants for the position of **Dispatcher Supervisor** at the Franklin County Regional Communications Center.

The Dispatcher Supervisor oversees daily shift operations and provides leadership and support to Dispatch staff handling emergency and non-emergency calls. This position ensures clear, accurate, and reliable communication between the public and first responders using telephone, radio, computer, and other public safety systems.

#### **Key Responsibilities:**

- Supervise and support Communications Center staff during assigned shifts
- Monitor emergency calls and radio traffic to ensure quality and compliance
- Provide assistance during major incidents and high-call-volume situations
- Support training efforts and staff development
- Ensure policies, procedures, and operational standards are followed
- Answer calls and dispatch emergency personnel as needed

#### **Minimum Qualifications:**

- 3 years of experience in public safety emergency communications
- Demonstrated success in a supervisory or leadership role
- EMD/EMT Certification (required)
- Ability to work effectively with multiple agencies and diverse personnel
- Excellent written and verbal communication skills
- Strong leadership, sound judgment, and the ability to remain calm under pressure

The ideal candidate will demonstrate technical proficiency in dispatch systems, a strong commitment to teamwork, and a dedication to public service. This position plays a critical role in maintaining the efficiency and effectiveness of Franklin County's emergency response services.

#### **Schedule & Benefits:**

Dispatchers work a rotating **2-on / 2-off, 3-on / 3-off schedule**, equating to approximately **15 days off per month**.

Franklin County offers a comprehensive and competitive benefits package, including:

- Compensation is determined by years of relevant professional experience
- Health, dental, and vision insurance
- Life insurance
- Short-term disability (STD)
- Two retirement plan options to include: 401a/457b or Maine State Retirement
- Employee Assistance Program and peer support

Compensation is based on prior years of relevant experience.

### **How to Apply:**

**The deadline for applying for this position is Friday, April 3, 2026, at 4:00 pm.**

For a complete job description or to apply, please visit:

[www.franklincountymaine.gov/employment](http://www.franklincountymaine.gov/employment)

Applicants must submit:

- County application
- Cover letter
- Resume

For additional information, please contact:

**Shawn O’Leary, Human Resources Director**

Franklin County Commissioner’s Office

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Franklin County is an Equal Opportunity Employer.