

Job Title: Communications Center Supervisor / Disaster Case Advocacy Specialist

Department: Shelby County Emergency Management Agency

Location: Harlan, Iowa

Position Type: Full-Time, Salaried, Exempt (Iowa Code Chapter 20 & FLSA)

Reports To: Emergency Management Coordinator

Salary Range: \$62,000 – \$75,000 annually DOQ (plus full county benefits and IPERS retirement)

Position Summary

The Communications Center Supervisor primary duty is the management and supervision of the Shelby County 911 Communications Center while continuing to serve in the role of dispatcher as needed. Dispatching duties are performed only on an incidental basis to ensure continuity in operations. In addition, this position serves as the county's primary Disaster Case Advocacy Coordinator as outlined in Iowa Code § 29C.20B and Iowa Administrative Code 605-11. The supervisor ensures that disaster survivors receive timely, coordinated assistance from local, state, federal, and non-profit resources during and after proclaimed disasters.

Primary Responsibilities – 911 Communications Center Supervision

- Directly supervise, schedule, train, evaluate, and discipline full- and part-time telecommunicators
- Maintain 24/7 staffing plans, approve leave, and ensure compliance with shift-bid and overtime policies
- Develop, update, and enforce standard operating procedures, training programs, and quality assurance standards
- Serve as primary liaison with law enforcement, fire, EMS, and mutual-aid agencies
- Oversee maintenance and upgrades of CAD, radio, recording, 911 telephony, and NG911 systems
- Conduct regular performance audits, call reviews, and continuing education (minimum 24 hours CE annually per employee)

- Ensure compliance with Iowa Chapter 34A (E911), NIMS, APCO/IAED standards, and CJIS security policies
- Act as Terminal Agency Coordinator (TAC) for Iowa/NCIC systems
- Respond to public records requests and testify in legal proceedings when required
- Fill dispatcher shifts during staffing shortages or major events
- All other duties as assigned

Primary Responsibilities – Disaster Case Advocacy (Iowa Code § 29C.20B)

Ongoing / Non-Disaster Duties

- Serve as Shelby County's designated Disaster Case Advocacy Coordinator
- Maintain current resource directory of local, state, federal, and non-profit recovery programs
- Train local human-service agencies and VOAD partners on disaster case advocacy processes
- Participate in the Iowa Individual Assistance Grant Program (IAGP) and other recovery-planning activities
- Coordinate outreach and education to vulnerable populations regarding disaster preparedness and available assistance

During Active Disasters or Proclaimed Emergencies

- Activate and staff the county's Disaster Recovery Center (DRC) or Virtual DRC when established
- Supervise intake and referral of disaster survivors for individual assistance programs
- Assist survivors in completing applications for FEMA Individual Assistance, SBA disaster loans, Iowa IAGP, crisis counseling, and non-profit aid
- Coordinate with Iowa HSEMD, FEMA VALs, and long-term recovery committees
- Track case outcomes and ensure follow-up for unmet needs

- Provide daily situation reports on recovery assistance to the Emergency Management Coordinator and Policy Group

Minimum Qualifications

- Current certifications: Iowa Basic Telecommunicator, EMD, CTO (or ability to obtain within 12 months), and Iowa/NCIC
- Thorough knowledge of NG911, CAD, and public safety radio systems
- Demonstrated experience in emergency management or disaster recovery coordination strongly preferred
- Ability to pass comprehensive background investigation, drug screen, and psychological evaluation
- Applicable trainings related to or outlined in Iowa Code 605-11.
- Valid Iowa driver's license

Preferred Qualifications

- Associate's or Bachelor's degree in emergency management, public administration, or related field
- Completion of FEMA ICS-300/400, G-191 (ICS/EOC Interface), and Iowa HSEMD Recovery courses
- Previous experience as a disaster case manager or with long-term recovery groups

Working Conditions

- Must be able to work rotating shifts, weekends, holidays, and mandatory overtime during major events
- High-stress environment with exposure to traumatic calls and imagery