

Position Title: 911 Dispatch Center Director

Organization: CalComm 911 Communications Center

Location: Calumet Park, Illinois

Employment Type: Full-Time

Salary: \$100,000 to \$120,000 Based on qualifications and experience

Application Deadline: 05/05/2026

Position Summary

The CalComm 911 Director serves as the Chief Executive Officer of the communications center, providing strategic leadership and direction under the authority of the ETSB Board. The Director guides the organization's operational performance, fiscal stewardship and regulatory compliance while ensuring the delivery of reliable, high-quality 24/7 emergency and non-emergency communications services for seven South suburbs Police and/or Fire. This is a demanding position that requires a proven leader with strong management experience who can direct personnel, oversee complex operations, and ensure the highest level of emergency communications service.

The Director is responsible for establishing clear expectations, maintaining accountability, and leading a high-performing team in a fast-paced, high-stakes environment supporting police, fire, and EMS agencies. The Director is also responsible for workforce development and organizational resilience, fostering a culture of accountability and continuous improvement, and ensuring that CalComm 911 remains responsive, technologically advanced and mission-ready at all times.

Leadership Expectations

- Provide firm, consistent, and effective leadership across all levels of the organization
- Establish and enforce operational standards, policies, and accountability measures
- Build, mentor, and manage a disciplined and professional workforce
- Make timely, well-informed decisions during routine operations and critical incidents
- Promote a culture of performance, integrity, and continuous improvement
- Address personnel issues promptly and professionally, including discipline when necessary
- Ensure strong communication and coordination with all partner agencies

Minimum Qualifications

- **Completion of a Bachelor's degree in Public Administration, Emergency Management, Communications, or related field is preferred**
- **Minimum of 5–7 years of progressively responsible experience in public safety communications**
- **Minimum of 3 years in a supervisory or management role with direct leadership responsibility**
- **Demonstrated ability to lead personnel, manage operations, and enforce standards**
- **Strong working knowledge of 911 systems, CAD platforms, and radio communications**
- **Excellent organizational, leadership, and decision-making skills**

Preferred Qualifications

- **APCO, NENA, or equivalent professional certifications**
- **Experience managing a consolidated or regional dispatch center**
- **Familiarity with Illinois 911 operations and regulatory requirements**

How to Apply

Please submit the following by close of business May 5, 2026:

Cover Letter, Resume, Two Professional References

Submit the documents to: dmcdevitt@p4secure.com