TOWN OF ST. JOHNSBURY

Town Manager's Office
51 Depot Square, Suite 3
St Johnsbury, VT 05819
802-748-3926
www.stjvt.com

Town Clerk 802-748-4331
Dispatch 802-748-2314
Police 802-748-2314
Fire 802-748-8925
Public Works 802-748-4408
Assessor Office 802-748-4272

Dispatch Operations Manager

The Town of St. Johnsbury is seeking a qualified and motivated Dispatch Operations Manager to oversee the daily operations, administration, and ongoing development of the Town's Dispatch Center.

This position plays a critical role in ensuring the effective, efficient, and professional delivery of emergency communications services. The Operations Manager will be responsible for overseeing dispatch operations, managing the department's budget and equipment, ensuring compliance with reporting requirements, administering grants, and developing policies and training programs to support dispatch personnel.

The Dispatch Operations Manager will be responsible for, but not limited to, the following:

Dispatch Center Operations

- **Overseeing the daily operations and overall administration of the Dispatch Center.**
- **Ensuring dispatch equipment, technology, communication systems, and related resources are properly maintained and operational.**
- **Identifying operational needs and recommended improvements to enhance efficiency and service delivery.**
- **Monitor staffing, workflow, and operational performance.**

Budget and Financial Management

- **Develop, oversee, and monitor the Dispatch Center's annual operating budget.**
- **Ensure responsible use of departmental resources.**
- **Identify equipment and technology needs and assist with future budget planning.**

Reporting and Compliance

- **Oversee and conduct monthly departmental audits to ensure accuracy, accountability, and compliance with applicable requirements.**
- **Prepare, review and submit monthly National Incident-Based Reporting System (NIBRS) reports.**
- **Maintain accurate records and ensure required reporting deadlines are met.**

Grant Administration

- **Identify potential grant funding opportunities.**

- **Prepare and submit grant applications in coordination with appropriate Town personnel.**
- **Oversee grant administration, funding requirements, reporting, and compliance.**
- **Monitor grant expenditures and ensure funds are used in accordance with award requirements.**

Policies, Procedures, and Training

- **Develop, review, and implement Dispatch Center policies and standard operating procedures.**
- **Establish and oversee training programs for dispatch personnel.**
- **Ensure employees receive appropriate initial and ongoing training.**
- **Evaluate training needs and identify opportunities for professional development and operational improvement.**

Qualifications and Experience

The ideal candidate will possess:

- **Experience in emergency communications, dispatch operations, public safety administration, or a related field.**
- **Supervisory or management experience, preferably in a public safety environment.**
- **Knowledge of dispatch operations, emergency communications systems, and applicable reporting requirements.**
- **Experience with budgeting, grant administration, departmental oversight.**
- **Strong organizational, analytical, communication, and leadership skills.**
- **Ability to develop policies, implement procedures, and manage multiple administrative responsibilities.**
- **Proficiency with computer systems, records management, and reporting software.**

What We Are Looking For

The Town of St. Johnsbury is seeking a proactive, organized, and detail-oriented leader who can balance the operational demands of an emergency communications center with the administrative responsibilities necessary to keep the department running effectively. The successful candidate will demonstrate sound judgement, accountability, strong leadership, and a commitment to supporting dispatch personnel and the community. Applicants must have a high school diploma or equivalent, and ability to pass a background check. A minimum of five (5) years of experience in emergency services or public safety operations and management.

Position Details

This is a salaried position within the Dispatch Center. The Dispatch Operations Manager is a management position which is non-union and is supervised by the Chief of Police and Fire Chief. This position requires working a variety of shifts including nights, holidays and weekends as needed. Full time employment offers a generous benefit package including health, dental, life, short-term disability insurance, membership in the Vermont Municipal

Employees Retirement System and 457 plans, as well as paid personal days, vacation time and sick time benefits. Starting salary for this position is $70,000.

How to Apply

Interested candidates should submit a resume and cover letter to:

Town of St. Johnsbury
Attn: Rachel Waterhouse
51 Depot Square
St. Johnsbury, VT 05819
rwaterhouse@stjvt.com

This position will close on December 5, 2026

The Town of St. Johnsbury is an Equal Opportunity Employer.