



KANSAS CHAPTER

Line Supervisor of The Year

Submissions must be received by 7 AM Monday, March 11, 2019

Eligibility

Nominees must have been employed in the applicable category by a public safety agency any time between January 1, 2018 and December 31, 2018. Nominees do not have to be members of APCO. Persons being nominated must be residents of Kansas, United States.

Instructions

When completing your nomination for submission please ensure you have selected the correct category and that you provide as much detail about the nominee in your nomination as possible. To assist you we have included below a list of sample job titles as well as sample job responsibilities. They are not all inclusive as you know agencies job titles vary across the state. Please note that nominations submitted in incorrect categories will be disqualified from the judging process.

If you have any questions, please email Angela Murphy at amurphy@allencounty911.org for assistance any time.

Sample Job Titles

Dispatch Line Supervisor, Dispatch Supervisor, Shift Supervisor, Line Supervisor, Operations Supervisor, Emergency Resource Supervisor, Telecommunications Supervisor, etc.

Sample Responsibilities:

- Plans, Organizes, establishes objectives; resolves difficult and complex operational issues; participates in the administration of a Communications Center, and supervises one or more employees.
- Is familiar with all operations and functions expected of subordinates and demonstrates that knowledge on a regular basis.
- Monitors and evaluates staff performance of completeness, accuracy and compliance with established policies and procedures.
- Recognizes performance issues and takes appropriate measures to correct, or praise employees.
- Is able to quickly prioritize and organize operational functions and makes appropriate decisions in stressful situations.
- Recognizes and mitigates potential issues within, or affecting, the Communications Center and is able to diffuse tense situations.
- Maintains a professional attitude at all times and ensures employees maintain the same.
- Promotes a positive working relationship with subordinates as well as supervisors, coworkers, and other professional entities.

Nominator Tips & Resources

Please provide as much detail about the nominee in your nomination as possible. Include specific examples to emphasize and illustrate exemplary performance.

Completing this form

- Save a copy of the downloaded version of this document to your computer's hard drive. Nominations will only be accepted using this form.
- Type the required information directly into the saved version of the document.
- Be sure to include information for all requested sections.
- Include specific facts or examples wherever possible to back up your comments.

- Ask someone to proof the form before you submit it: Are there grammatical errors? Is there information that is unclear? Do the descriptions provide enough detail to “paint a picture” of the performance and contribution of the nominee to public-safety communications?

Submitting your nomination

Email the completed nomination form and any supporting recordings or documents as an attachment to 1st Vice President Angela Murphy at amurphy@allencounty911.org Please place **TCOY** in the Subject Line of email submissions. If you cannot email the supporting materials because they are too large, they may be mailed (snail mail) to Angela Murphy c/o Allen County 911, 410 N. State, Iola, KS 66749

Award Nominee

Name of person being nominated	
Position title of person being nominated	
Agency	
Address	
Address (cont)	
City	
State	KS
Zip	
Phone	
Email	

Nominator Information

Name of person nominating	
Title of nominator	
Agency	
Address	
Address (cont)	
City	
State	KS
Zip	
Phone	
Email	

How did you learn of the award?



The Criteria

Nominators – Please answer each question on this form individually under the questions. You may do so by expanding the space after each question or repeating the questions on additional pages as needed to answer each question separately. Each answer has a number value so questions left unanswered will negatively influence the scoring of the nomination.

1. Describe the nominee's public safety communications agency. Please include staffing levels, size, and discipline (law, fire, EMS, PSAP only, etc.).
2. Describe the nominee's daily and additional pertinent duties and responsibilities.
3. Tell us how long the nominee has been at this job? Do they have any previous public safety communications experience?
4. Describe how the nominee functions as a team player.
5. Describe how the nominee demonstrates his/her knowledge of the profession and flexibility in task assignments? Provide an example of how the nominee may go above and beyond what may be required of an individual in this position.
6. Describe the nominee's personal and professional interaction via radio and telephone with agency clients and members.
7. Describe the nominee's overall performance throughout the year.
8. Explain how the nominee exemplifies the "customer service" skills that often define how the calling public and public safety agencies dispatched perceive call takers and dispatchers.
9. In one page or less, describe why the candidate should receive the 2019 Kansas Chapter of APCO International Public Safety Communications Telecommunicator of the Year award.

*Don't forget to **Save** your Document and submit it to amurphy@allencounty911.org*