



COUNTY OF LEBANON

Job Announcement

Posting Date: December 16, 2025

Position:	911 Supervisor – QA/QI
Department:	Dept of Emergency Services 1805 Cornwall Road Lebanon, PA 17042
Available:	Immediately
Bargaining Unit:	None
Hours:	Monday – Friday, 40 hrs/wk plus On-Call
Pay Grade:	15 (Non-union pay chart)
Salary Range:	\$53,963.7098 Annual (2025 Salary)
Full-Time Employee Benefits:	100% Employer PAID Benefits → Health Insurance, Vision, Prescription, Dental insurance, Life Insurance, Eleven (11) Holidays, Sick, Vacation, and Personal time-off. Additional Benefits → Pension retirement plan, Health Insurance Exchange Program, Employee Assistance Program, Employee Wellness Program, Revive Health Benefits Program, Connect Care 3 Resources, Connect Care 3 Platform/KOA Foundations App, and Employee Appreciation Program. Voluntary Benefits → Deferred Compensation plan, Short Term Disability, Critical Illness, Accident, and Cancer insurance.

A County of Lebanon Application MUST be completed for consideration for this position. Resume is recommended, however, is optional unless otherwise stated below.

➤ Applications will be accepted through Tuesday, January 6, 2026.

BRIEF DESCRIPTION OF DUTIES AND QUALIFICATIONS:

Middle management position responsible for PSAP administration. Work in developing, implementing, and maintaining an effective Emergency Dispatch Quality Assurance Program in accordance with agency policies, procedures, and regulatory requirements. Work in developing, overseeing, and evaluating training programs for trainees. Reports directly to Deputy Director of 911, assists in supervising 28 Telecommunicators. Other PSAP related administrative and management duties as directed by Department Director. Shifts will initially be 0800 to 1700, then will be staggered to best accommodate scheduling needs. **Position is required to work rotating on-call.**

MINIMUM EXPERIENCE AND TRAINING REQUIREMENTS:

Must have at least 2 years of PSAP experience and 1 year of PSAP leadership experience /or/ any combination of training, experience, and education which provides required knowledge, skills and abilities. Must be able to pass a federal background check and internal background investigation. Must be proficient in Microsoft Office applications and general Windows based computer usage. Must be knowledgeable in PSAP technologies, laws, & regulations. Must be proficient in Tyler Technologies Computer Aided Dispatch Software, Airbus Vesta phone systems, and other technologies utilized by Lebanon County DES 911. Must be familiar with Lebanon County Public Safety entities. Must have or be able to obtain APCO, NIMS, and other certifications required to perform the job duties.

APPLICATION AND RESUME SUBMISSION OPTIONS:

1. Email directly to Human Resources → Apply@lebanoncountypa.gov
2. Mail to → 400 S. 8 th Street, Room 200 Lebanon, PA 17042 ATTN: Human Resources
3. Fax to → (717) 675-2668 ATTN: Human Resources

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