

Jessica Lauren Robb, M.A. ENP

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Work Experience:

DU-COMM

420 N County Farm Rd.

Wheaton, IL 60187

12/22- Current

Hours per week: 40

Executive Director

- Serve as Chief Executive Officer (CEO) of DU-COMM, a consolidated public safety communications agency, which is responsible for providing 9-1-1, Police, Fire, and EMS dispatch services and support services to member municipalities, fire districts, and their citizens.
- Responsible for working with the Board of Directors, Executive Committee, and Chiefs Operations committee to establish the agency's mission, goals, objectives, and long-range plans.
- Responsible for the overall operation of the communications center, agency technologies, physical facilities, written directives, rules and regulations, and staffing.
- Respond to the needs of DU-COMM members and ensure all municipalities, districts, and agencies feel their issues are addressed fairly and in a timely manner.
- Provide leadership to the agency's management team in meeting the goals and objectives of the agency.

- Communicate effectively, orally, in writing, and via various forms of electronic media, with all levels of management and technical/non-technical staff.
- Manage within a collective bargaining agreement environment and ensure adherence to the contract and grievance processes.
- May serve as the DU-COMM representative to the DuPage County Emergency Telephone System Board, in making policy decisions in the best interest of DU-COMM and its member agencies, at the recommendation of the Board of Directors.
- Responsible for media relations and public information.
- Ensure proper resources (staff and equipment) are obtained to achieve the mission of DU-COMM.
- Plan and prioritize DU-COMM's physical resources.
- Oversee the budget, other fiscal operations, daily administration, record-keeping, and adherence to fiscal policies established by the Board of Directors and/or Executive Committee.
- Direct, guide, and control activities of staff.
- Develop emergency and contingency plan/response to emergency situations and modify plans, actions, and decisions in light of current circumstances.
- Analyze DU-COMM procedures and make recommendations to improve efficiency and effectiveness.
- Assist in coordination, planning, training, and implementation of all operational-related systems.
- Ensure all agency personnel are properly and adequately trained for their individual job functions.
- Establish and comply with all orders, policies, procedures, rules, and regulations of DU-COMM.
- Follows written and verbal instructions.
- Perform any other duties as assigned by the Board of Directors or Executive Committee.

SUPERVISORY FUNCTIONS

- Provide leadership and supervision to all employees of DU-COMM.
- Directly supervise the three (3) Department Heads, the Technical Services Manager, and the Executive Secretary.
- Assign, direct, motivate, and supervise activities of assigned staff in the successful performance of their tasks and responsibilities.
- Ensure assigned staff adheres to established policies, procedures, and standards.
- Make final decisions for personnel issues including: recruiting, interviewing, hiring, granting leave, appraising performance, monitoring absenteeism, discipline, and termination of employees.
- Ensure adequate supervision of all employees exists at all times for the entire agency.

City of Chicago

Office of Emergency Management and Communications

1411 W Madison St

Chicago, IL 60607

07/19-12/22

Hours per week: 40

Operations Manager

Directed personnel responsible for supervising Police Communications Operators engaged in receiving and processing 9-1-1 emergency calls, and dispatching police field units to reported incidents of crime or emergencies; monitors call taking and dispatch activities to ensure efficient and effective work operations; prepared work schedules for personnel on an assigned shift; reviewed and approved daily assignments of Police Communications Operators and allocation of workstation equipment to ensure optimum use of resources; monitored operating efficiency of computer-aided dispatch (CAD) system and related equipment to ensure timely resolution of technical problems; informed staff and ensured implementation of new policies and procedures relating to emergency communications operations; responsible for notifying management of critical incidents or

emergencies; monitored and ensured the on-going training of staff on emergency communications procedures and CAD systems operations; conducted operational studies and prepared management reports on staff and CAD system performance. Performed related duties as required.

10/18-07/19

Hours per week: 40

Supervising Police Communication Operator

Functioned as a first line supervisor, overseeing a staff of Police Communications Operators responsible for receiving and processing 9-1-1 emergency calls, and dispatching police field units to reported incidents of crime or emergencies; operated a computer-aided dispatch console to monitor group and individual workloads and response times in order to assess efficiency of operations; assigned staff and allocated emergency communications equipment based on activity levels in specific geographical areas and police districts to ensure optimal use of resources; monitored the status of incoming calls and assignments dispatched to police field units; directed the dispatch of additional personnel and public safety support units as required including police technicians, specialists and investigators to incident locations; evaluated staff performance and recommend additional training as needed; ensured that appropriate management personnel are notified of critical incidents; investigated complaints regarding response and level of service provided by staff and prepared recommendations for needed actions; supervised the implementation of emergency plans in response to critical situations beyond the normal scope of operations. Provided training to Police Communications Operators on emergency dispatching duties; operated computer- aided dispatch equipment to dispatch field units to reported incidents of crime or emergencies. Performed other related duties as required.

Orange County Government (Orange County Fire Rescue)

PO BOX 5879

Winter Park, FL 32793 United States

07/2014 -07/16

Hours per week: 40

Communications Center Assistant Administrator/Manager

Managed the day to day operation of the communications center and 55 employees. Evaluated efficiency and effectiveness of existing programs, procedures and equipment in order to guarantee quality performance. Supervised and made certain staff was trained

in proper policy and procedure, operation of CAD and E-911 telephone system and related communications equipment and maintenance.

Managed the hiring, promotion, discipline and termination of employees; was responsible for design, supervision and implementation of employee evaluations. Aligned personnel decisions so they were consistent with Orange County policies and procedures.

Determined employee training assignments, monitored all trainees and trainers, designed simulations, remedial plans and supervised their execution.

Planned, developed and implemented operating policies, procedures and training programs.

Set manpower allocation based on training and operational need.

Compiled data and prepared various reports related to the Strategic Business Plan of the Communications Division. Worked with Planning Division to develop strategies to meet goals and improve functionality.

Assisted with the preparation of monthly/quarterly budget reports. Authorized overtime when needed, managed pay roll and ensured the communications center was properly staffed on a 24 hour basis.

Researched and stayed current with industry regulations and change; made appropriate recommendations to the Division Chief of Communications.

Was a liaison to outside and internal stakeholders. This included contractual services with three municipalities, surrounding PSAPs, vendors, regular meetings with the county Emergency Management Division, Finance, Operations, Logistics, Planning, the Office of the Fire Marshall, the Office of The Fire Chief, the Office of the Medical Director and County Managers.

Acted as the Division Chief of Communications in their absence.

Active member of the Critical Incident Stress Management Team, certified in Group and Individual therapy modalities. Deployed to assess, provide support, crisis intervention and referrals to fellow employees of Orange County Fire Rescue, Orange County SO and impacted citizens after a traumatizing incident.

City of Chicago

Office of Emergency Management and Communications

Department of Aviation

Chicago, IL 60666 United States

04/2011 - 06/2014

Hours per week: 40

Shift Supervisor of Communications

Supervised 10 Aviation Communication Officers (ACO). Monitored ACOs for quality assurance and adherence to established protocols. Assessed and controlled emergency response resources. Evaluated and trained ACOs to improve emergency response

capabilities including fire, security, access control, hazardous material, aviation accident and homeland security.

Updated and briefed staff at start of shift on previous shift's reported incidents, upcoming airport activities and other information with potential impact on communication center's call taking, monitoring and dispatching operations

Reported to designated management personnel including key department heads, city officials, airline representatives and Transportation Security Administration (TSA) officials of emergency situations or hazardous weather conditions affecting airport facilities airside and landside operations

Responded to emergency situations or escalated calls for public safety services. Directed staff to ensure a coordinated response from police, fire and security responders.

Was responsible for equipment maintenance through contractors and vendors including aviation security access control systems and doors.

Addressed and documented performance problems and initiated disciplinary actions as required.

All applicable NIMS, Hazmat, emergency response/EMT,EMD certifications completed.

Department of Homeland Security

Chicago, IL United States

01/2011 - 03/2011

Hours per week: 20

Transportation Security Officer

Operated screening equipment to identify dangerous objects in baggage, cargo and on passengers, and prevented those objects from being transported onto aircraft;

Performed searches, including hand-wand and pat-down searches;

Controlled terminal entry and exit points;

Interacted with the public, gave directions and responded to inquiries.

Maintained focus and awareness while working in a stressful environment which included noise from alarms, machinery and people, crowd distractions, time pressure, and disruptive and angry passengers, in order to preserve the professional ability to identify and locate potentially life threatening or mass destruction devices, and to make effective decisions in both crisis and routine situations.

Homewood Police Department

Homewood, IL United States

03/2008 - 02/2009 and 07/2009 -11/2010

Hours per week: 20

Police Records Clerk

Had duty to provide phone and counter service to customers, monitored police activity and monitored the police lock-up function. Maintained all departmental records including but not limited to traffic, parking and compliance tickets, arrests, case and accident reports.

University of Iowa Department of Public Safety

Iowa City, IA United States

02/2009 - 07/2009

Hours per week: 40

Public Safety Dispatcher

Call intake, dispatching and radio procedures, knowledge of technology, computers and equipment, job performance, problem solving, officer safety issues, familiarity of jurisdictional geography, interpersonal relationships and grasp of departmental policy and procedures were some of the responsibilities of the Public Safety Dispatcher Position.

Supervisor: David Visin (319-335-5022)

Okay to contact this Supervisor: Yes

Southwest Central Dispatch

Palos Heights, IL United States

02/2002 - 03/2008

Hours per week: 40

911 Telecommunicator

Responsible for answering emergency calls for a multi-jurisdictional/agency requesting a police, fire and/or EMS response and dispatching the appropriate units.

Education:

THE CHICAGO SCHOOL OF PROFESSIONAL PSYCHOLOGY Chicago, IL
United States

Master's Degree 05/07
GPA: 3.79 of a maximum 4.00
Credits Earned: 52 Semester hours

Major: Forensic Psychology

Honors: Cum Laude

Relevant Coursework:

Violence and Risk Assessment, Evaluation and Treatment of the Adult Offender, Evaluation and Treatment of the Juvenile Offender, Mental Health Law, Clinical and Diagnostic Interviewing, Psychology of Law Enforcement, Hostage Negotiations, Trauma and Crisis Intervention, Forensic Documentation, Report Writing and Testifying.

DePaul University Chicago, IL United States

Bachelor's Degree 10/2000 Credits Earned: 188 Quarter hours

Major: Communications Minor: Psychology

Job Related Training/Certifications:

NENA Certified Emergency Number Professional

LEADS Certified

NIMS 100.a,120.a,200.a,300,400,700.a,701.a,702.a,703.a,704,706,800.b.
120.a,230.b,235.b,240.a,241.a,244.a resulting in Professional Development Series Certification.

IEMA HAZMAT Awareness Certificate of Training
APCO EMD Certification

IAED EMD Certification

IAED ED-Q Certification

Certified Critical Incident Stress Manager

Trained by Chicago Office of Emergency Management and Communications in QA/QI. Was responsible for QA/QI at the O'Hare Communications Center and part of the monthly QA/QI team at the Office of Emergency Management and Communications for the City of Chicago.

Training Officer for O'Hare Communications Center.

Additional Information:

Assisted in writing new EMD directive curriculum (hands only CPR), with EMS region XI team, presented said mandated training to all City of Chicago dispatchers and phone takers employed by the Office of Emergency Management.

Typing Speed: 55 wpm

Proficient in Microsoft Word, Works, Excel, Office, PowerPoint and Spreadsheets.