

Duane E. Bondar

[REDACTED]
[REDACTED], Waukesha, WI 53188
[REDACTED]

EXECUTIVE PROFILE – People and Leadership focused management professional with over 18 years of combined experience in supervision, communications, operations, project management, and financial administration in a fast paced, high stress environment. Committed to driving business success by implementing improved techniques, increasing customer service standards, implementing the corporations Mission, Vision, and Values, and building a quality team from within.

Education

Waukesha County Technical College

Associate degree – **Leadership Development**

Technical Diploma – **Organizational Leadership**

December 2022

Experience and Functions

City of Waukesha Communications

Communications Center Manager

August 2023 - present

Waukesha County Communications

Communications Center Supervisor

April 2005 – August 2023

Skills

- Strong experience managing complex communications and leadership processes across a matrixed organization.
- Provide strategic guidance on identifying possible developing issues, solutions on managing, and engaging with those involved.
- Oversee customer service and loyalty activities such as reviews, call quality, quality assurance, and radio quality.
- Effectively field, respond, and handle media inquiries, community inquiries, and coordinate with 40+ different countywide and surrounding county departments on coordination during large scale events.
- Work collaboratively within a team environment to build successful working relationships with cross functional leaders.
- Develop and direct communication strategy, ensuring alignment to functional plans and priorities.
- Experience in, and a keen eye for identifying and developing leaders within the company to fulfill additional roles.
- Ability to remain calm and offer guidance during chaotic situations.
- Assist with policies, procedures, and implementation process during consolidation of new departments into pre-existing consolidated center.

Roles

- My current role is supervising dispatch personnel in a fast-paced center that averages 100,000 calls a year. Serving the citizens of the City of Waukesha along with the Police and Fire departments.
- In my current role I have been in charge of the following projects/roles: APCO Project Retains, preparing the center to accept their own 911 calls through ESi net (updated Badgernet), as well as updating all dispatcher certifications and trainings as necessary.

- My recent past role was to Supervise dispatch personnel in a fast-paced consolidated center that averages at least 285,000 calls a year, serving nineteen police departments, and twenty fire and emergency medical service departments.
- Implementing Emergency Fire Dispatch protocols and Emergency Medical Dispatch protocols.
- Collaborate with staff to obtain and maintain the certifications necessary to dispatch effectively.
- Complete regular work assignments to ensure that the Agency's service and production expectations are achieved.
- Competent in evaluation of shift operations through personal observation of dispatchers and able to recommend improvements or modifications to work practices and employee performance.
- Collaborate proactively with staff to resolve performance or personnel issues.
- Conduct employee evaluations, reviews, and approves employee timesheets, and investigates and resolves complaints or problems effectively.
- Coordinates major incidents to ensure that proper notifications are made; assists in call handling if necessary.
- Complete tasks such as: right sizing the center through APCO Project Retains and assisting in creating a new business model that encompasses the center's Mission, Vision, and Values.
- Gather the statistics for the yearly budget.