
Melissa Ketcham

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Summary

Results-oriented 911 Communications Director, with 10 years of public safety experience. Dedicated to providing excellent customer service. Constantly evaluating operations to improve processes and procedures. Offer outstanding leadership, conflict resolution skills, and exceptionally organized and disciplined. Possess well-developed interpersonal skills and the ability to motivate and direct others in a supportive, collaborative team environment. Proven ability to identify, research, and solve complex problems.

Extensive Knowledge and Skill Sets

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| • Center Management Certification Program (CMCP) | • Effective Problem Solving | • Conflict Resolution |
| • Budgets | • Strong Customer Service | • Scheduling |
| • Investigations/Interrogations | • Public Speaking | • Enforcing Regulation |
| • Leadership/Mentorship | • Project Implementation and Management | • Strategic Planning |
| | | • Curriculum Development |

Accomplishments

- With a budget of 90K, successfully designed and managed a re-model of the 911 PSAP from inception to completion.
- Successfully implemented a new in-house payroll and HR system.
- Implemented a new schedule that increased morale and decreased overtime by ~15%
- Working with local council and board members, successfully negotiated an enhanced labor contract for 911 dispatchers.
- Implemented the first every employee recognition program within TC3.

Experience

Tazewell County Consolidated Communications (TC3) – Pekin, IL

911 Director

June 2022 – December 2023

- Directing, managing, and administering the day-to-day operations of the 911 center to ensure all processes and regulatory functions are met.
- Provide direct supervision to a staff consisting of a Deputy Director, Administrative Assistant, 4 Floor Managers, and 19 Telecommunicators.
- Collaborate with 42 agency department heads to develop and streamline process and find solutions to complex issues.
- Provide guidance and feedback about the implementation of the P-25 (Starcom) radio project and the effectiveness within the 911 PSAP.
- Established a new performance appraisal process to provide guidance and establish goals for all managers and telecommunicators.
- Developed and managed the annual budget of 3.3 million. Oversee and approve all expenditures, while forecasting and identifying new changes in technology, equipment and staffing needs.

Jeffcom911 – Consolidated Communications Center – Lakewood, CO

911 Dispatch Supervisor

January 2018 – May 2022

- Directly supervise fire dispatchers, law dispatchers, and 911 call takers to ensure and maintain high levels of service to the general public and to the agencies we serve.
- Perform staffing and scheduling functions. Ensure accuracy between employees' time cards and payroll.
- Monitor the trainer/trainee progress by reviewing DORs and performance documentation and ensuring the completion of all benchmarks daily.
- Effectively deescalate and manage conflict between employees or stakeholders as necessary.

- Assist in developing all policies and procedures, and conduct regular meetings with employees to communicate and ensure adherence to the organization's policies.
- Demonstrate analytical and problem-solving skills, including the ability to collect, integrate, analyze and use data and information, and compare and evaluate possible disciplinary actions or courses of conduct based upon such analysis.
- Helped lead a team in the development of a hotline to divert fireworks complaints away from 911.
- Co-led a team that developed the minimum requirements and application process for the Center Training Officer position.
- Developed the lesson plans and curricula and facilitated the final week of the in-house telecommunicator training program.

West Metro Fire Rescue – Lakewood, CO

March 2015 - December 2017

Emergency Communications Lead Dispatcher

- Created a report detailing the center's operation and provided it to management weekly.
- Assisted in all aspects of the training of new employees.
- Served on a committee to update the agencies' training materials.

Emergency Communication Dispatcher

- Dispatch fire and medical units to all calls for assistance.
- Effectively managed responding units and the scene with a high degree of accuracy and safety.
- Monitor and operate multiple radio channels and CAD equipment simultaneously
- Demonstrate a high standard of performance, teamwork, and effective communication.

City and County of Denver – Denver, CO

February 2014 – March 2015

Emergency Communication Operator

- Answer all Police, Fire, and EMS 911 emergency, non-emergency lines efficiently and with high levels of customer service.
- Enter all information into the computer-aided dispatch system with a high degree of accuracy.
- Provide lifesaving instruction to emotional and sometimes difficult callers.

Novus Staffing Solutions – Denver, CO

February 2013 to September 2013

Staffing Consultant/Recruiter

- Develop recruitment plans to maintain an active, available pool of qualified candidates continually
- Maintain strong working relationships with clients; ensure the highest degree of total satisfaction with each assignment; grow and develop new business within the account.
- Manage day-to-day information, documentation, and processes associated with employee placement, including the onboarding of new temporary and permanent employees.

Education

University of Phoenix – 2012

Human Resources Management - Masters Certification

University of Phoenix – 2007-2011

Global Business Management – Bachelor's Degree Certification

Awards and Recognitions

911 Call of the Year – Exemplary Performance and Teamwork
 Team of the Year/Training Team – Outstanding Efforts/Contributions
 Center Manager Certification Program (CMCP)

West Metro Fire – 2017
Jeffcom911 – 2020