

Director of Emergency Communications Division

Competitive Salary DOQ + [Full-Time County Benefits](#).

Would you like to be a crucial link in public safety? James City County's Emergency Communications Division is seeking a professional to perform a key role in overseeing the daily operations of the Emergency Communications Center which dispatches calls to Police, Fire, and Emergency Medical Services usually in response to emergency situations.

Responsibilities

- Manages the daily operation of the Emergency Communications Center and provides effective supervision of assigned staff including recruitment, selection, performance management, employee relations, training, prioritizing and assigning work, and related activities.
- Develops, evaluates, recommends and enforces operational and administrative policies and procedures.
- Develops and monitors the division's operating and capital budget in coordination with the Department Director.
- Oversees quality assurance/quality improvement process including review of computer-aided dispatch reports, recordings, and other reports to gather statistics regarding the proper handling of telephone calls and radio transmissions; oversees the development of training programs and training of Emergency Communications Officers.
- Serves as County liaison to the regional radio system as necessary.
- Coordinates with other departments and divisions to provide exceptional public services.
- Practices effective communication with staff and co-workers; guides and mentors staff keeping them informed of issues related to management of the operation or assigned functions.
- Attends meetings and conferences; prepares and submits required reports and grant paperwork.

Requirements

- Any combination of education and experience equivalent to an Bachelor's degree in public administration, business management, or related field, preferably supplemented by course work in employee supervision and management; Master's degree preferred; extensive supervisory experience in emergency communications.
- Must possess or be able to obtain within six (6) months of employment a cardiopulmonary resuscitation (CPR) certification from the American Red Cross and a Virginia Criminal Information Network (VCIN) certification from the Virginia State Police Department.
- Knowledge of 911 Public Safety Answering Point Management and good technical working knowledge of modern computer-aided dispatch software systems and related technologies; knowledge of leadership techniques, principles, and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Skill in use of computer software including Microsoft Office Suite.
- Ability communicate effectively both orally and in writing; establish and maintain effective working relationships with staff, other County officials and the public; plan, organize, coordinate, evaluate, inform, and motivate staff in a positive and effective manner.

Accepting applications until 11:59pm EST on 11/22/2019. Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>