



EMPLOYMENT OPPORTUNITY  
Director of Emergency Communications

Shenandoah County is inviting applications for the position of Director of Emergency Communications within the County's Department of Emergency Communications. The Director of Emergency Communications performs difficult and complex work overseeing the daily operations of the Emergency Communications Center (ECC), including the County's Emergency 911 systems and processes; supervises all ECC staff. Work is performed under the general direction of the County Administrator.

An Individual must be able to perform the essential job functions satisfactorily including the following:

- Oversees ECC operational personnel; participates in the recruitment and selection of personnel; assigns, directs, trains, and inspects the work of staff; coaches, counsels, and evaluates staff performance; assists in the development of work plans and schedules.
- Develops, maintains, and implements the policies, procedures, and protocols of the ECC and ensures adherence to County, State, and Federal rules and regulations; assists the Emergency Manager with the development and maintenance of emergency plan for the ECC.
- Directs the financial operations of the department, including the development and monitoring of the budget and purchasing of goods and services.
- Maintains liaison between the Director and staff of the Emergency Communications Center.
- Oversees the management, installation, operation, and maintenance of all department equipment, radio systems, telephone, and computer/data interface.
- Investigates citizen, staff, and/or public safety complaints.
- Reviews and takes necessary action on all liability reports submitted by agency personnel.
- Attends meetings of the ECC Administrative and Advisory Boards and Council or Board meetings, as required.
- Oversees the development and execution of continuing education/training programs for all ECC personnel and education programs for the public; serves as a Certified Training Officer (CTO) for the ECC and the Criminal Justice Academy.
- Serves as the Accreditation Manager for the ECC; prepares reports and maintains accreditation status to meet the local, state, and/or national standards as set forth.

- Oversees large-scale event planning for the ECC; works with agencies served by the ECC to formulate effective communication for routine and special events.
- Oversees the communication Quality Assurance (QA) evaluation program, Emergency Medical Dispatching (EMD) program and manages the ECC's Public Education Program.
- Prepares and maintains reports, records and files; prepares and distributes media materials as directed.
- Develops and maintains records, files and reports.

Requires a Bachelor's degree, considerable experience in public safety or emergency communications, at least two (2) years of which are in a supervisory capacity, or an equivalent combination of education and experience. Experience in the operation or supervision of a public safety communications center preferred. Experience in the operation or supervision of a public safety communications center preferred.

Completion of Basic Dispatch School through the Virginia Department of Criminal Justice Services within one (1) year of employment. Possession of VCIN/NCIC (Virginia Criminal Information Network/National Crime Information Center) within 6 months of employment, EMD (Emergency Medical Dispatch) within one (1) year of employment, and CPR certifications; completion of a supervisory school and training course. Possession of General Instructor credentials, or ability to obtain within twelve (12) months of employment.

The annual pay range for this FLSA-exempt position is \$72,377.35 to \$95,899.99, commensurate with qualifications, experience, and internal equity. The County offers an excellent benefits package, including Virginia Retirement System, health and dental insurance, vacation and sick leave, and holidays. The successful candidate must pass a pre-employment, post-offer drug screening and background check.

The County application and position description are available at [www.shenandoahcountyva.us/administration/employment/](http://www.shenandoahcountyva.us/administration/employment/), or in the Office of the County Administrator, 600 North Main Street, Suite 102, Woodstock, VA 22664, 540-459-6165. Qualified applicants should submit a complete application, cover letter, and resume in person or by mail to the attention of Shenandoah County Human Resources, 600 North Main Street, Suite 102, Woodstock, Virginia 22664. Applications may also be submitted electronically to [jobs@shenandoahcountyva.us](mailto:jobs@shenandoahcountyva.us).

Shenandoah County is an Equal Opportunity Employer.