

DIRECTOR OF PUBLIC SAFETY COMMUNICATIONS

FREDERICK COUNTY, VIRGINIA





Frederick County, Virginia is seeking an experienced professional to serve as the Director of Public Safety Communications. This position is responsible for planning, managing, organizing, staffing, and directing the operations of the Public Safety Communications Center, as well as, coordinating assigned activities with other agencies. The Director will provide leadership for a highly visible function within the County's government.

This recruitment profile provides background information on the Communications Center, the County and its localities of service, and its aspirations. It also outlines the qualifications, experience and characteristics determined to be necessary and desirable for the position of Director of Public Safety Communications.

Qualified candidates are encouraged to submit a cover letter and resume with salary expectations and three to five professional references to Berkley Group via email at eric.salemi@bgllc.net. The position is open until filled; first review of candidates is expected to begin **March 1, 2024**. Inquiries relating to the Director of Public Safety Communications position may be directed to:

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P.O. Box 181
Bridgewater, Virginia 22812
Email: eric.salemi@bgllc.net
Mobile: (540) 569-6014





ABOUT THE COMMUNITY

Frederick County is the northern-most county in Virginia. Located just 90 minutes from Washington, D.C., the County sits at the mouth of the beautiful Shenandoah Valley, which stretches 200 miles between two mountain ranges - the Blue Ridge Mountains to the East and the Allegheny Mountains (part of the Appalachian Mountain Range) to the West. The Valley is bound by two rivers, the Potomac River to the North and the James River to the South.

Geographically, Frederick County is a central part of the Winchester, VA-WV metro statistical area (MSA), which includes the City of Winchester and Hampshire County, West Virginia.

The County's population is 91,419 as of April 1, 2020, U.S. Census reports. The median age is 40.4 years of age. The median family income as of 2019 is \$92,443. (Sources: Weldon Cooper Center for Public Service and the American Community Survey (U.S. Census), 2019, 5-year data)

Frederick County has an excellent educational system. Currently there are three high schools, four middle schools, and twelve elementary schools. Shenandoah University is located on Millwood Avenue, Lord Fairfax Community College is located in Middletown, and Dowell J. Howard Vocational Center is located off of Rt. 7 east.

There is excellent access to air travel as Winchester Regional Airport is located off Rt. 522 south on Airport Road and the Washington, D.C. area airports are approximately 90 minutes away.

Winchester Medical Center, part of Valley Health System, is a state-of-the-art medical facility located on Amherst Street (Rt. 50 west).

ABOUT THE PUBLIC SAFETY COMMUNICATIONS CENTER

The mission of the Frederick County Public Safety Communications Center is to efficiently and professionally receive and dispatch emergency service requests for fire, emergency medical, and Sheriff's assistance to the citizens of Frederick County.

As such, the Frederick County Department of Public Safety Communications serves as the Public Safety Answering Point (PSAP) for all 911 emergency and non-emergency requests for assistance in Frederick County. The Communication Center dispatches fire, rescue, and ambulance services, as well as calls for the Frederick County Sheriff's Office and Animal Control. The Center's communications professionals also provide Emergency Medical Dispatch pre-arrival instructions as needed.

The Center is capable of and committed to receiving Enhanced Wireless 9-1-1 Phase I and Phase II Calls.

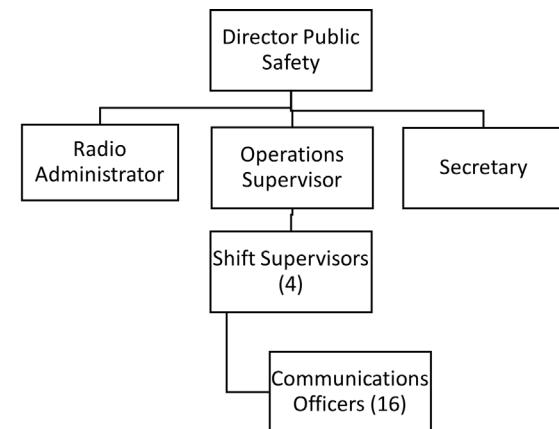
In 2023, the Center processed 36,024 911 calls, along with 137,190 administrative and alarm calls. Law Enforcement and Fire and Emergency Medical Service (EMS) calls are handled and dispatched directly to the appropriate law enforcement, or fire and EMS agencies by the staff of the Center. Calls for the Virginia State Police are forwarded to the Virginia State Police Call Center for handling and dispatching.

The Frederick County Department of Emergency Communications Center uses Vesta telephone call handling equipment and software. The Computer Aided Dispatch system is provided by One Solution, and radio dispatching is supported by six Motorola MCC7500 Elite communications consoles. The Center has made the transition to NextGen 9-1-1 and is also capable of Text to 9-1-1.

Current authorized personnel positions for the Center includes the Director, an Operations Supervisor, four 9-1-1 Shift Supervisors, 16 full-time 9-1-1 Communications Officers, and two part-time 9-1-1 Communications Officers. Other administrative positions include a Radio Administrator, and one Secretary. The Director of Emergency Communications is appointed and serves at the pleasure of the County Administrator.



**Frederick County Emergency Communications
Organizational Chart**



ROLES AND RESPONSIBILITIES

The Director will report to the County Administrator and supervise the emergency communications supervisory positions. These positions, as a team, will administer the daily operations and activities of the Public Safety Communication Center.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Directs, coordinates, and reviews the organization, staffing, budgets, and operational activities for the Public Safety Communications Center -- including call taking and dispatching services and activities.
- Develops and prioritizes goals; identifies core performance measures; and participates in strategic planning activities.
- Ensures staff receive ongoing and relevant training, there are consistent policies in place, and they are communicated to staff in a timely manner.
- Reviews all inquiries and complaints received at the communications center and signs off on dispositions.
- Maintains an in-depth knowledge of emergency communications coordination regulations, thorough knowledge of public safety equipment including computer aided dispatch (CAD) system, and evaluates equipment needs.
- Ensures highly reliable performance is maintained through support of training programs, quality improvement, and call review.
- Reviews and analyzes pertinent statutes, regulations, ordinances, and policies in terms of impact to communication center performance; ensures compliance.
- Participates in the accreditation process for the Communications Center; ensures development and maintenance of policies and procedures and the quality assurance program required for accreditation.
- Plans and implements the department's short- and long-range goals and objectives.
- Provides 24-hour on-call response to emergency situations.
- Directs financial operations of the Public Safety Communication Center including development and monitoring of the budget.
- Oversees all functions necessary to implement the Public Safety Communication Center operation.
- The CAD software is roughly 20 years old. The new director will facilitate the research, budgeting, and eventual purchase of a new software program for the Center.
- Assist in developing policies and procedures which ensure compliance with county, state, and federal rules/regulations.
- Keeps abreast of technology necessary to operate efficiently and effectively.
- Oversee the training programs of the Public Safety Communications Center.
- Coordinate and facilitate the repair and maintenance of the Fire-EMS radio system, Computer-Aided Dispatch, Call Handling Equipment, IT network, and telecommunications systems.
- Assist as representative of the Public Safety Communications Center on state, regional and local boards, committees and other bodies as required.
- Communicate decisions and other information related to radio system operation to the County Administrator, county officials, and vendors as necessary.
- Assist in administering the career development program, handling exit interviews and employee awards/recognition programs.
- Administer the Center's recruitment, hiring and retention process.
- Assist with information requests related to communications tapes, records, computerized documentation and in handling requests under FOIA.
- Prepare reports and make presentations as needed.
- Perform related/other work as assigned.

CHALLENGES, ISSUES, AND OPPORTUNITIES

- Learn the operations of the public safety communications center.
- Meet and build a relationship with professional stakeholders in the center.
- Coordinate the replacement of the CAD system.
- Staffing and retention.
- Assist with physical facility improvements where necessary to ensure a safe/secure and efficient work environment.
- Monitor funding streams to assure necessary revenue for the center's needs and operations.
- Determine a staffing plan for the public safety communications center after analysis of future needs.



PERFORMANCE EXPECTATIONS

- Short-term, immediate actions will be to engage with staff and the County Administrator, review Public Safety Communications Center policies and procedures, understand the budget, and get up to speed on active issues and projects. It will also be important to engage with stakeholders and outside agency representatives.
- Facilitate innovation and positive change while demonstrating an appreciation for the Center's culture, history, and vision.
- Active and visible participation in Center activities.
- Accessible and responsive to citizen and employee concerns and issues; listening, understanding, providing timely follow-up, and facilitating creative solutions.
- Proactive in reaching out to cooperating entities and neighboring jurisdictions, listening to their concerns, and being responsive when issues arise.
- A commitment to open and transparent management; promoting a positive and interactive relationship with all stakeholders; encouraging employee engagement.
- Effective communications with all stakeholders; this includes presenting information in a form understandable to various audiences, to include citizens, the county staff, service entities, and employees.
- Accessible to employees and committed to keeping them all equally informed. Providing appropriate report of significant activities and future events.
- The ability to prioritize and complete tasks listed in Challenges, Issues & Opportunities section of this profile.
- Practicing fair and equitable treatment of all employees.

QUALIFICATIONS, EDUCATION, AND EXPERIENCE

- Education or experience equivalent to graduation from an accredited college or university with a bachelor's degree in business administration, Public Administration, Emergency Management, or a related field is required. Masters preferred.
- The ideal candidate will have five or more years of progressively responsible administrative or management experience in the operation of an emergency communications department and a minimum of 10 years' experience in a 911 Communications Center. Extensive, broad management experience is desired.
- Preferred applicants will possess strong knowledge of 9-1-1 technical operations and of public safety communications systems; strong skills in the use of computers and software; working knowledge of two-way radio, Computer Aided Dispatch, Call-Handling Equipment, and Enhanced 9-1-1 Systems; and technical knowledge of wireline and wireless telecommunications.
- Applicants should also have the skills and abilities to handle multiple projects simultaneously and to communicate effectively both verbally and in writing.
- APCO International RPL and NENA ENP certifications will be well-received.
- This position will require a background check, a medical exam that includes a hearing and drug test, as well as a polygraph exam.
- The completion of a Personal History Statement form, essentially a supplemental application, will also be completed for Human Resources purposes.

PERSONAL TRAITS AND DESIRED CHARACTERISTICS

- Absolute integrity, ensuring ethical, equitable, honest, fair, open, and personable interactions with all employees, community members, and the county administrator.
- Professionally competent, with confidence tempered by humility.
- Excellent communications and interpersonal skills, including the ability to listen effectively and understand differing views; empathetic. A confident public speaker, with strong emotional intelligence.
- Strong leadership skills, in the organization, the community, and the region; visionary, proactive, and decisive; able to facilitate the blending of differing points of view into a reasonable approach for organizational and community betterment.
- A role model, coach, and mentor for employees; dedicated to the professional development of staff; able to empower employees with a focus on performance, collaboration, and accountability.
- A promoter of teamwork and collaboration among cooperative agencies and across the region.
- Must be able to establish and maintain effective working relationships with the County Administrator, county officials, other public safety officials, citizens, and vendors.

COMPENSATION AND BENEFITS

The anticipated hiring salary range is \$118,316-\$145,529 depending on qualifications and experience. The successful candidate will be offered a full benefits package including participation in the Virginia Retirement System, health insurance coverage, Deferred Compensation, Flexible Spending (Health), paid time off, professional development support and other benefits as identified and approved by the County Board of Supervisors.

APPLICATION PROCESS

An initial review of candidates is expected to begin on **March 1, 2024**. Applications received after that date may be considered until the position is filled; however, timely submission will ensure the most advantageous review. To be considered, please submit a cover letter and resume, with salary expectations and three to five professional references, to Berkley Group via email at eric.salemi@bgllc.net. Questions may be directed to:

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For additional Information about the Center and its operations, please visit: <https://www.fcva.us/departments/public-safety-communications>

Frederick County is an Equal Opportunity Employer.

