

# DIRECTOR, DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS



*McConnell Public Safety and Transportation and Operations Center*

## Fairfax County Government

Shaping the Future of Government



## The Mission

We at the Fairfax County Department of Public Safety Communications are the first of the first responders. We are committed to answering all 9-1-1 and non-emergency calls with professionalism, integrity and compassion while efficiently dispatching police, fire and emergency medical services. Customer service is essential to our success, so we treat each caller with empathy and respect. Our dedicated and highly trained professionals routinely offer life-saving medical instructions in addition to providing accurate public safety information. The tagline of DPSC is **Fairfax County 9-1-1...always there, always ready...24/7/365.**

## The Vision

We at the Fairfax County Department of Public Safety Communications strive to provide world class public safety services; optimizing every aspect of our agency in partnership with our stakeholders to continue the growth and development process to be the nation's leader in the 9-1-1 industry.

## Fairfax County Government

Fairfax County, located just west of the nation's capital, is a great place to live, work, play and do business. With over 400 square miles of land area, the county has the largest population in number of employed residents in the Washington, DC metropolitan area and is one of the strongest business communities in the world.

Formed before the Revolutionary War, Fairfax County was home to many of America's earliest statesmen including George Washington of Mount Vernon and George Mason of Gunston Hall. It is one of the premier centers of commerce and technology in the United States. Located just west of the nation's capital, Fairfax County is the most populous jurisdiction in the Commonwealth of Virginia. It has a large diverse and dynamic economy, and is home for eight Fortune 500 companies, more than 400 international owned firms, and the largest concentration of technology jobs of any major U.S. market. Minority-, women-, and veteran-owned businesses make significant contributions to the economy and add diversity to the business community.

The County offers residents an excellent environment in which to raise and educate their children. The Fairfax County Public School System and area private schools offer parent numerous education options. Fairfax County is also a leader in higher education where five major colleges and universities, including the main campus of George Mason University are located. Northern Virginia Community College – the largest community college in the Commonwealth of Virginia – has two campuses in Fairfax County. The community has a wealth of cultural and recreational resources that provide abundant opportunities for children to learn and grow.

Governed by a 10- member Board of Supervisors, Fairfax County government consistently achieves high praise for fiscal stability, quality service and technological sophistication. With over \$3.9 billion in general fund revenues, Fairfax County maintains an exceptional Triple-A bond rating from three leading rating agencies – Moody's Investor Services, Standard and Poor's, and Fitch Investor Service.

## Department of Public Safety Communications

Established in 2005 as a stand-alone public safety office, the Department of Public Safety Communications (DPSC) is a nationally and internationally recognized public safety communications center. DPSC is recognized as one of the top ten public safety communications centers in the United States, and the largest in Virginia and the National Capital Region (NCR). The center receives over one million 9-1-1 emergency calls annually, of which 319,435 are law enforcements events (including animal control), and 194,054 fire-rescue and emergency medical service (EMS) events. The staff in the center dispatches units of the Fairfax County Police Department, Fire Department and the Sheriff's Department to respond to emergencies in Fairfax County, the towns of Herndon, Vienna and the City of Fairfax.

DPSC manages and operates a Fiscal Year 2017 budget of \$46.8 million and has a staff of 212 full- and part-time employees. The department is comprised of two critical bureaus: Dispatch Operations Bureau and Support Services Bureau.

### The Dispatch Operations Bureau

This is the first responder group of Public Safety Communicators (PSCs) who are highly trained professionals that provide traditional 9-1-1 center services but also Emergency Medical Dispatch (EMD)/Pre-Arrival Instruction (PAI), hostage negotiation and suicide prevention strategies, language interpretation assistance, and law enforcing teletype services.

### The Support Services Bureau

This is the support group for the Communicators which includes human resources, information technology, finance, strategic planning.

DPSC operates a nationally accredited Public Safety Communications Training and Career Development Academy and a Commonwealth of Virginia-accredited Quality Review Section. Further, the department is CALEA (Commission on Accreditation of Law Enforcement Agencies) and Chapter 81 compliant.

In partnership with the Commonwealth of Virginia and the Washington Metropolitan Area Transit Authority, DPSC operates from the McConnell Public Safety and Transportation Operations Center (PSTOC), a 147,000 square foot state-of-the-art facility that is shared with key public safety and emergency management agencies – Office of Emergency Management (OEM)/Emergency Operations Center (EOC), Virginia State Police (VSP) District 7 Communications Center, and Virginia Department of Transportation (VDOT) Traffic Management Center (TMC) for Northern Virginia (NOVA).

### The Position

As a member of the county's Senior Management Team and reporting to the Deputy County Executive, the Director, Department of Public Safety Communications serves as the primary point of accountability for the department's performance and provides overall leadership, direction and management for its operations, programs, and policies. Ensures DPSC maintains its "best in class" and leader stature in the 9-1-1 public safety communications industry. Responsibilities include, but are not limited to:





*Department of Public Safety Communications (9-1-1) Center Action Floor*

- Plans, coordinates, directs and integrates public safety communications operations, programs, policies, and personnel.
- Collaborates with county leadership in setting and carrying out the county's vision, mission, and objectives for the department.
- Advises and guides the County Executive, Deputy County Executive, Police Chief, Fire Chief, and the Emergency Management Coordinator on strategic public safety communications operations, policies, technology, and programs.
- Establishes and maintains effective working relationships with county officials, employee groups, and employee associations; interacts with community, resident and faith-based organizations.
- Represents the county and participates in local, regional, state, and national organizations regarding a wide range of public safety communications matters.
- With department managers, develops, implements, and monitors work plans, operations, policies, standard operating procedures, and long-range strategic plans; and sets goals for the department.
- Directs the development and implementation of long-range technology plans; plans, directs, manages and/or coordinates the acquisition, design, operation, enhancement, and maintenance of information technology systems.
- Provides fiscal oversight and prepares budget estimates, and controls expenditures of all departmental funds. Secures and oversees resources for the efficient and effective operation of the department.

## The Candidate

The ideal candidate is a proactive, progressive and visionary leader with a successful track record of increasingly responsible experience in public safety communications and has extensive command staff/senior-management level experience in administering, managing, and operating a large 9-1-1 public safety communications center. Four or more years of experience in labor management relations and strategies, to include the ability to build strong relationships and interact with employee groups in the public sector. Strong expertise in congressional mandates and local, regional, state, and federal rules and regulations that govern 9-1-1 public safety communications services. The candidate is a customer-focused individual with strong interpersonal skills and proven experience establishing and maintaining effective working relationships by collaborating with county executive leadership, public safety agencies and partners, governing boards, employee associations, employees groups, and community, resident and faith-based organizations. The successful candidate is committed to the county's residents and models entrepreneurship and strategic thinking; cultivates the development and professional growth of staff, and creates a culture of engagement and innovation.

## Qualifying Experience

Graduation from an accredited college or university with a bachelor's degree in Public Safety Administration and Leadership, Public Safety Management, Business Administration, Emergency Management, Criminal Justice, or a closely related field, plus 10 years of progressively responsible experience in public safety communications and dispatch or emergency communications, to include four years of senior-management experience (e.g., director/administrator/chief, assistant/deputy director or equivalent) in the administration and operation of a 9-1-1 public safety communications center.

- **Certification as an Emergency Number Professional (ENP)** issued by the National Emergency Number Association (NENA), or
- **Certification as a Registered Public-Safety Leader (RPL)** issued by the Association of Public-Safety Communications Officials (APCO).
- **Certificate of Incident Command System (ICS)** training for ICS 100, 200, 300, 400, 700, and 800 must be obtained within 12 months from date of hire.

## Special Requirements

The appointee to this position will be required to complete a criminal background check and a credit check to the satisfaction of the employer as a condition of hiring and periodically thereafter.

## Selection Procedure

Panel interview.

## Compensation and Benefits

Salary is negotiable within the established range of \$103,097 – \$171,827.97 depending on the qualifications and relevant experience of the selected candidate. Fairfax County Government's total compensation package includes:

- Health, Dental, Vision, Flexible Spending Accounts, Long-Term Care
- Group Term Life Insurance
- Deferred Compensation
- Paid Leave (Sick and Vacation)
- Discount Education Programs
- Employee Assistance Program
- Transportation Subsidy
- Employees' Child Care Center
- 12½ Days of Annual Holiday
- Fitness Center
- Flexible Work Schedule



## To Apply

Submit your application online at:

[agency.governmentjobs.com/fairfaxcounty/](http://agency.governmentjobs.com/fairfaxcounty/)

Refer to **Job # 16-01780** when applying. Deadline for applications is **October 7, 2016**.

**It is the policy of Fairfax County Government to prohibit discrimination on the basis of race, sex, color, national origin, religion, age, veteran status, political affiliation, genetics, or disability in the recruitment, selection, and hiring of its workforce.**

Reasonable accommodations are available to persons with disabilities during application and/or interview processes per the Americans with Disabilities Act. Contact 703-324-4900 for assistance. TTY 711. EEO/AA/TTY.



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**FAIRFAX COUNTY DEPARTMENT OF HUMAN RESOURCES • [fairfaxcounty.gov](http://fairfaxcounty.gov)**

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