

**CLASS SPECIFICATION**  
**County of Fairfax, Virginia**

**CLASS CODE:** 1099

**TITLE:** DEPUTY DIRECTOR, DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS

**GRADE:** S-33

**DEFINITION:**

Under administrative direction of the Director of the Department of Public Safety Communications is responsible for managing the day-to-day administration and operations of the Center which serves all of the County of Fairfax, including the Towns of Herndon and Vienna, and the City of Fairfax; and performs related work as required.

**DISTINGUISHING CHARACTERISTICS OF THE CLASS:**

This class is distinguished from the Director of the Public Safety Communications Center in that the Director provides overall direction, management and final oversight of the Center, whereas the Deputy Director manages the day-to-day operations of the Center and its various programs.

**ILLUSTRATIVE DUTIES:**

Plans, coordinates, and integrates operations and personnel of the Public Safety Communications Center in order to maximize efficiency and service;

Works with a Client Advisory Board of Directors (CABD) to strengthen involvement in carrying out strategic direction and oversight of operations, and to promote greater accountability for service and results;

Conducts annual strategy sessions, quarterly reviews, and retrospectives with stakeholders to ensure their day-to-day, on going, involvement and input regarding the operations and administration of the Center;

Provides direction, advice and guidance to the managers of Operations, Administration, and Information Systems Divisions, and other County officials, on Public Safety Communications Center operations and programs;

Designs long-range plans and makes goal projections to provide direction and achieve the Center's mission, goals, and performance measures;

In conjunction with the Director, provides vision, direction, and subject matter expertise in the field of 9-1-1 center and public safety communication operations;

In conjunction with the Director, integrates Center activities with all agencies of Fairfax County Government; local, state, and federal agencies; partners; volunteers; and the private sector through enhanced partnerships;

Develops intergovernmental agency contracts and agreements for emergency communications services to ensure that stakeholder requirements are clearly outlined and achieved;

Information Systems, utilizing a participative management style;

Provides leadership and participates in programs and activities that promote workplace diversity and a positive work environment;

Formulates and enforces departmental policies and procedures and ensures that they are reviewed and updated on a regular basis.

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**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Extensive knowledge of Federal, State, and County laws and regulations affecting departmental operations, and the ability to interpret and apply them correctly;

Extensive knowledge of, and familiarity with, operating a 9-1-1 public safety communications center;

Extensive knowledge of, and familiarity with, public safety functions and concerns, and of the Center's demands and requirements;

Extensive knowledge of state and municipal governmental operations;

Knowledge of research techniques and statistical analysis as they relate to the operation of a large 9-1-1 public safety communications center;

Knowledge of, and experience in, problem solving and conflict resolution;

Knowledge of computer-aided dispatch systems and radio communication systems;

Knowledge of police, fire, and EMS operations;

Ability to plan and direct a large, comprehensive emergency communications operation and its personnel;

Ability to apply the principles, practices, and methods of human resource management, budgeting, program planning, and administration;

Ability to analyze data and draw sound conclusions;

Ability to develop and implement departmental goals and objectives;

Ability to effectively coordinate and implement departmental changes;

Ability to effectively manage, train, and motivate employees;

Ability to plan, direct, and coordinate the work of staff;

Ability to provide effective leadership;

Ability to communicate clearly and concisely, orally and in writing;

Ability to develop and maintain effective working relationships with County officials, colleagues, employees, community and business organizations, the media, and the general public.

**EMPLOYMENT STANDARDS:**

Any combination of education, experience, and training equivalent to the following:

Graduation from an accredited college or university with a bachelor's degree in Business Administration, Public Administration, Emergency Management, Criminal Justice, or Fire Science or a closely related field; PLUS

Six years progressively responsible administrative or management experience in the operation of an emergency communications function.

**CERTIFICATES AND LICENSES REQUIRED:**

None.

**NECESSARY SPECIAL REQUIREMENTS:**

Positions within this class will be subject to criminal history record checks and/or credit checks as a condition of hiring and periodically thereafter.

ESTABLISHED NEW CLASS # JULY 2006

ESTABLISHED: February 21, 2006