

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1293

TITLE: DPSC CHIEF, OPERATIONS DIVISION

GRADE: P-26

DEFINITION:

Under limited supervision of the Deputy Director, manages and coordinates the day to day operation of the Department of Public Safety Communications (DPSC) Operations Division. Implements and evaluates overall operational policies for the DPSC Public Safety Communications Center (PSCC). Responsible for maintaining established operations floor performance standards and ensuring development of center staff. Oversees DPSC Shift Supervisors and provides leadership and management of all operations division personnel; and performs other duties as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

The DPSC Chief, Operations Division has primary responsibility for ensuring effective 9-1-1 and related public safety service operations. This position is distinguished from the DPSC Public Safety Communications Shift Supervisor in that the DPSC Chief, Operations Division is responsible for managerial work through implementing performance standards and monitoring compliance for all aspects of the 24/7/365 DPSC Operations floor, whereas the PSCC Shift Supervisors are responsible for one shift of PSCC personnel in the DPSC.

The DPSC Chief, Operations Division is distinguished from the DPSC Deputy Director in that the DPSC Deputy Director is responsible for all aspects of the DPSC operation, including the PSCC, Administration and Information Systems divisions; whereas, the DPSC Chief, Operations Division is responsible for operations floor performance.

ILLUSTRATIVE DUTIES:

Oversees daily operations of the DPSC PSCC;
In conjunction with DPSC Director, establishes service delivery standards/protocols and ensures implementation;
Establishes priorities, plans and adjusts priorities and resources to meet operational objectives;
Serves on senior management team to plan, develop, evaluate and improve center performance;
Communicates operational priorities, policy and procedural changes, and feedback on overall operations performance to DPSC Shift Supervisors and personnel;
Observes, develops, implements and monitors compliance with operational guidelines for call receipt, management and dispatch operations.
Develops and presents recommendations for changes to policies and procedures;
Ensures compliance with County policies and procedures and the operational requirements of the agencies and organizations served by the DPSC;
Supervises and evaluates the DPSC Shift Supervisors and reviews evaluations of Assistant Shift Supervisors;

CLASS CODE: 1293

TITLE: DPSC CHIEF, OPERATIONS DIVISION

GRADE: P-26

Page 2

Oversees performance evaluation, employee development, coaching and motivation and recognition processes and programs;

Leads and participates on inter- and intra-agency teams and task forces or project teams to improve DPSC operations;

Conducts and/or reviews citizen complaint investigations and approves complaint resolution.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Extensive knowledge of response procedures for police and fire and rescue;

Thorough knowledge of 9-1-1, computer-aided dispatch, radio communications, and telecommunications systems that support public safety activities;

Thorough knowledge of Federal, State, and County laws and regulations affecting DPSC operations;

Thorough knowledge of county and regional policies and procedures affecting DPSC operations;

Thorough knowledge of Federal Communications Commission (FCC) rules and regulations affecting public safety communications;

Knowledge of the principles and practices of public administration, including organizational development, personnel, training, budgeting, and management analysis;

Ability to carry out the County administrative processes and procedures;

Ability to identify operational problems or weaknesses and develop solutions;

Ability to effectively manage, train, and motivate employees and resolve conflicts;

Ability to organize, plan, direct, and supervise the work of a large staff;

Ability to analyze data and draw sound conclusions;

Ability to communicate effectively, orally and in writing;

Ability to establish and maintain effective working relationships with supervisors, subordinates, technical support personnel, and officials in various government agencies.

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to:

Graduation from an accredited four-year college or university with a bachelor's degree in public administration, business administration, criminal justice, or a related field; PLUS

Six years of experience working in a 9-1-1 public safety communications center, including three years of experience supervising staff in a public safety communications center.

CERTIFICATES AND LICENSES REQUIRED:

Certification from the Virginia Criminal Information Network (VCIN) within six months of appointment.

ESTABLISHED: March 14, 2006