

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

**CLASS CODE:** 4165

**TITLE:** PUBLIC SAFETY COMMUNICATIONS CHIEF OPERATIONS MANAGER  
(Former Public Safety Communications Squad Supervisor)

**GRADE:** P-22

**DEFINITION:**

Under general supervision, directs and manages the operations of squad on an assigned 12.5 hour shift in the Public Safety Communications Center; serves as liaison with the County's Police, Sheriff, and Fire & Rescue Department, Office of Emergency Management, Virginia Department of Transportation (VDOT), and Virginia State Police (VSP); **OR** directs and manages Training and Career Development Section in the Public Safety Communication Center; and performs related duties as required.

**DISTINGUISHING CHARACTERISTICS OF THE CLASS:**

Positions in this class direct the squad operations whereas Public Safety Communications Operations Supervisors supervise a group of Public Safety Communicators assigned to a squad.

**ILLUSTRATIVE DUTIES:**

*(The illustrative duties listed in this specification are representative of the class but are not an all-inclusive list. A complete list of position duties and unique physical requirements can be found in the position job description.)*

Manages, plans, coordinates and administers operations of a squad or section;  
Serves as a member of the Department of Public Safety Communications Command Staff;  
Recognizes and submits for recognition for employees who provide exemplary service;  
Works effectively and collaboratively with the other DPSC Chief Operations Managers;  
Works collaboratively and cooperatively with the Public Safety Communication Operations Supervisors (COS) to ensure the overall mission of the agency is met and that the squads operate in a uniform and cohesive manner;  
Establishes the overall goals for the squad and specific expectations of the COS staff and evaluates their effectiveness;  
Interacts on a routine basis with the Police Liaison Commander (PLC) and the Uniformed Fire Officer (UFO) assigned to DPSC and other senior management personnel in the Police and Fire & Rescue Department;  
Interacts, collaborates and coordinates with the Fairfax County Office of Emergency Management on large-scale, high-risk incidents and natural/man-made disasters impacting citizens and public safety partners;  
Performs job duties at the alternate 911 center if activated or during tests/drills;  
Assigns COS staff the responsibility for ensuring supervision in the four (4) primary areas (i.e. Call Taker, Police Dispatch, and Fire & Rescue Dispatch and in the absence of the Teletype Supervisor oversee the squad personnel assigned to Teletype);  
Ensures that all employees maintain appropriate certifications, training, are provided career development opportunities and all quality assurance requirements are fulfilled;

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Participates in development and execution of the department's strategic planning initiatives;  
Ensures the COS staff are following the staffing model requirements (meeting minimum staffing on a daily basis)

Supervises and evaluates the performance of the COS staff.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

*(The knowledge, skills and abilities listed in this specification are representative of the class but are not an all-inclusive list.)*

Knowledge and application of leadership, management and supervisory principles and practices;

Knowledge and application of County policies procedures, regulations and laws;

Knowledge of Department of Public Safety Communications, County police, fire & rescue, sheriff, and office of emergency management operations;

Knowledge of the operation of 9-1-1, non-emergency telephone, computer-aided dispatch (CAD), radio, VCIN/NCIC, etc. systems;

Knowledge and application of the principles of training, learning, mentoring, coaching, counseling, etc.;

Knowledge and application in use of the NIMS Incident Command System (ICS) model;

Knowledge of the geography of the County;

Ability to communicate effectively orally and in writing, using diplomacy and tact;

Ability to prepare and coordinate the work of the COS staff;

Ability to prepare accurate and comprehensive reports;

Ability to analyze public safety problems and situations and adopt an effective course of action;

Ability to think and act strategically;

Ability to identify and resolve conflict;

Ability to speak before groups and interact effectively;

Ability to take command and remain in command of an emergency situation;

Ability to articulate and execute senior staff decisions;

Ability to be discreet and conscientious;

Participates in all required training and maintains all professional certifications.

**EMPLOYMENT STANDARDS:**

Any combination of education, experience and training equivalent to:

High school graduation or a G.E.D. issued by a state department of education;

PLUS

Two (2) years of experience serving as a Fairfax County Public Safety Communications Operations Supervisor.

**CERTIFICATES AND LICENSES REQUIRED:**

Certification in Emergency Medical Dispatching;

Successful completion of the Commonwealth of Virginia Basic Communications School (BCS);

Certification as a Virginia Criminal Information Network (VCIN) andr National Criminal Information Network (NCIC) Operator;

Certification in cardiopulmonary resuscitation (CPR);

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Certification in Automated External Defibrillation (AED).

REVISED: April 26, 2013

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