



DEPUTY DIRECTOR
DEPARTMENT OF EMERGENCY & CUSTOMER COMMUNICATIONS
CITY OF ALEXANDRIA
Alexandria, VA

The City of Alexandria is seeking a dynamic, innovative, and motivated leader to serve as second in command of the Department of Emergency & Customer Communications in the role of Deputy Director.

THE CITY OF ALEXANDRIA

The City of Alexandria is located in northern Virginia and is bordered by the District of Columbia and Arlington and Fairfax counties. The city of approximately 160,000 residents is highly culturally diverse and boasts a rich history. Many of the city's historic sites fall under the administration of the Office of Historic Alexandria, the department of City government charged with the conservation, interpretation and promotion of these links to the past.

THE GOVERNMENT OF THE CITY OF ALEXANDRIA

Alexandria adopted the Council-Manager form of government in 1922. The governing body is the City Council, which formulates policies for the administration of the City. The City Council is composed of a Mayor and six Council Members elected at-large, on a partisan basis, for a three-year term (not staggered). The Mayor is chosen on a separate ballot and presides over sessions of the Council. Legislative sessions of the City Council are held twice per month (except in July and August), and public hearings are held once per month when Council is in session, allowing citizens an opportunity to speak on matters that concern them, especially relating to land use.

In addition, there are 77 City Boards and Commissions with Council-appointed citizen representation. These bodies comprise a formal system through which citizens can advise the City Council on major issues. Boards and commissions are accountable to City Council, and appointments are made by Council at their regular legislative meetings.

The City provides a comprehensive range of municipal services including: education, health, welfare, housing and human services programs; public safety and administration of justice; community development, recreation, library, consumer assistance, cultural and historic activities; and transportation, environmental services and planning. The City of Alexandria's FY2025 proposed General Fund Operating Budget is \$911.3 million, which represents an increase of 4.8% over 2024.

THE DEPARTMENT OF EMERGENCY & CUSTOMER COMMUNICATIONS

The mission of the Department of Emergency & Customer Communications (DECC) is to provide a safe and secure environment by facilitating Police, Fire, and Medical dispatch to preserve and protect the lives and property of all persons living in and visiting the City of Alexandria. DECC strives to enhance the quality of life for City residents through the efficient and effective delivery of city services through Alex311, which provides easy access to information and assistance.



DECC is the Public Safety Answering Point for all emergency services within the City of Alexandria. All 9-1-1 calls are routed through DECC, along with 311 & non-emergency telephone calls of varying concerns and requests. DECC provides 24-hour, two-way radio communications and other essential services to police, sheriff, fire, and other local public safety departments.

THE POSITION OF DEPUTY DIRECTOR DECC

The position of Deputy Director functions as second in command of the Department and assists the Director to ensure achievement of the overall mission through supervision of all operational functionals. A significant aspect of the work involves establishment and maintenance of internal controls and the coordination of services with the Police Chief, Fire Chief, City Manager and other City officials. Work is performed under the general supervision of the Emergency Communications Director and is reviewed through conferences, reports, and the evaluation of results obtained.

The Deputy Director performs these responsibilities independently, requesting guidance only on matters not covered by established policy and/or having policy. The Deputy Director differs from Assistant Directors due to the classification's role in coordinating activities among various divisions led by Assistants and the focus on overall operations, regulations and policies. The Deputy Director assumes the duties and responsibilities of the Director in his or her absence. The salary range for this position is \$150,000-\$180,000 annually.

Duties and responsibilities

In alignment with the requirements of the position, the DECC Deputy Director assumes the following duties:

- Supports the day-to-day planning, design, development, and coordination of all emergency operations, police non-emergency operations, and 311 operations.
- Develops and provides oversight of the department's annual operational and capital budget process.
- Prepares ad-hoc analysis and reports as needed to support decision making.
- Performs short-term and long-range planning for staffing needs; Oversees performance improvement plans and career ladder progression and ensures minimum training standards

- Supervises all operational functions, which may include correcting work deficiencies, recommending commendations and awards for superior performance; issuing oral and written corrective actions; and recommending formal disciplinary actions to the Director.
- Represents the Department as necessary at public hearings and meetings with various internal and external groups, councils, municipalities, associations, and boards.
- Provides liaison function with police, fire & EMS department directors throughout the City of Alexandria and the region to ensure timely delivery of 9-1-1 calls to the appropriate responders and subsequent satisfactory public safety dispatch service.
- Provides guidance to Operations Managers and Public Safety Communications Supervisors as needed during day-to-day operations and major public safety incidents.
- Monitors operational performance metrics and implements changes as necessary to improve the efficiency and effectiveness of service delivery.
- Ensures accuracy and efficiency of 911 and non-emergency call taking, processing and dispatching.
- Reviews monthly quality assurance reports and service level metrics; identifies and addresses problematic trends as necessary.
- Collaborates and communicates with neighboring Public Safety Answering Points (PSAPs) and emergency services agencies to provide high quality public safety services.
- Stays abreast of new trends and innovations regarding communications center operations, call-taking and dispatch services, emerging products and enhancements and their applicability to the communications center's needs.
- Works with the technology team on data collection, entry and management within CAD, VESTA, and other associated emergency communications center systems.
- Represents the Department as necessary at public hearings and Council meetings with various internal and external groups, associations, and boards.
- Recommends minimum standards, and verifies the completeness of documentation for recognition, certification, and accreditation.
- Attends meetings, conferences, workshops, and training sessions, and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in emergency & non-emergency communications.

Knowledge, experience, and skillset

This work requires a flexible, senior-level, highly educated and skilled administrator who can adapt to a variety of changing situations and professionally complete a heavy, diverse workload. It also requires extensive knowledge and experience in urban E-911 call centers that employ leading-edge technology, to include Computer Aided Design (CAD) and mobile data computers. It also requires knowledge of E-911 police, fire/EMS dispatch, and emergency response operations and knowledge and experience with NG911 technology, dispatch equipment, and 800MHz radio systems.

The successful candidate will have the demonstrated ability to effectively analyze technical data, to write and maintain complex financial records, and research and prepare reports relating to public safety communications and operations. The successful candidate will also have two years of experience in budget development and administration, human resource management, staffing resources allocation and scheduling, or training and recruitment of professional E-911 staff.

Qualifications

The qualified applicant will have a degree in a public safety-related field with advanced NIMS courses from a four-year college and a minimum of five years of experience in progressively-responsible supervisory duties in an urban E-911 center or any combination of experience and training which provides the required knowledge, skills, and abilities. Budget, Human Resources and/or IT management experience is preferred.

Special requirements

Certified Public-Safety Executive (CPE) certification by the Association of Public Communications Officials and all certifications required through the Public Safety Communicator III classifications must be obtained within two years of appointment.

TO APPLY

The City of Alexandria is partnering with PoliHire to recruit the next Deputy Director of the Department of Emergency & Customer Communications. If you are interested in this opportunity, please [click here](#) to apply.