

Director of Emergency Communications

- Expertise and demonstrated experience in intergovernmental relations.
- Personal self-confidence.
- A willingness to listen and the capacity to understand needs and situations.
- Excellent negotiating skills.
- Experience with project management, working successfully with vendors and writing requests for proposals.
- The ability to coordinate multiple issues and work on several projects simultaneously.

Management Style, Abilities and Personal Traits

- An excellent facilitator.
- Excellent interpersonal skills.
- Unquestionable ethics and high moral character.
- Innovative and collaborative style.
- Ability to build trust and to deal effectively with the news media.
- Training and team building skills.
- Professional manner with a deep sense of customer service.
- Ability to build coalitions.
- Ability to focus on leadership and management of the organization including mentoring professional staff.
- Understanding of the relationship between organizational structure and organizational effectiveness.

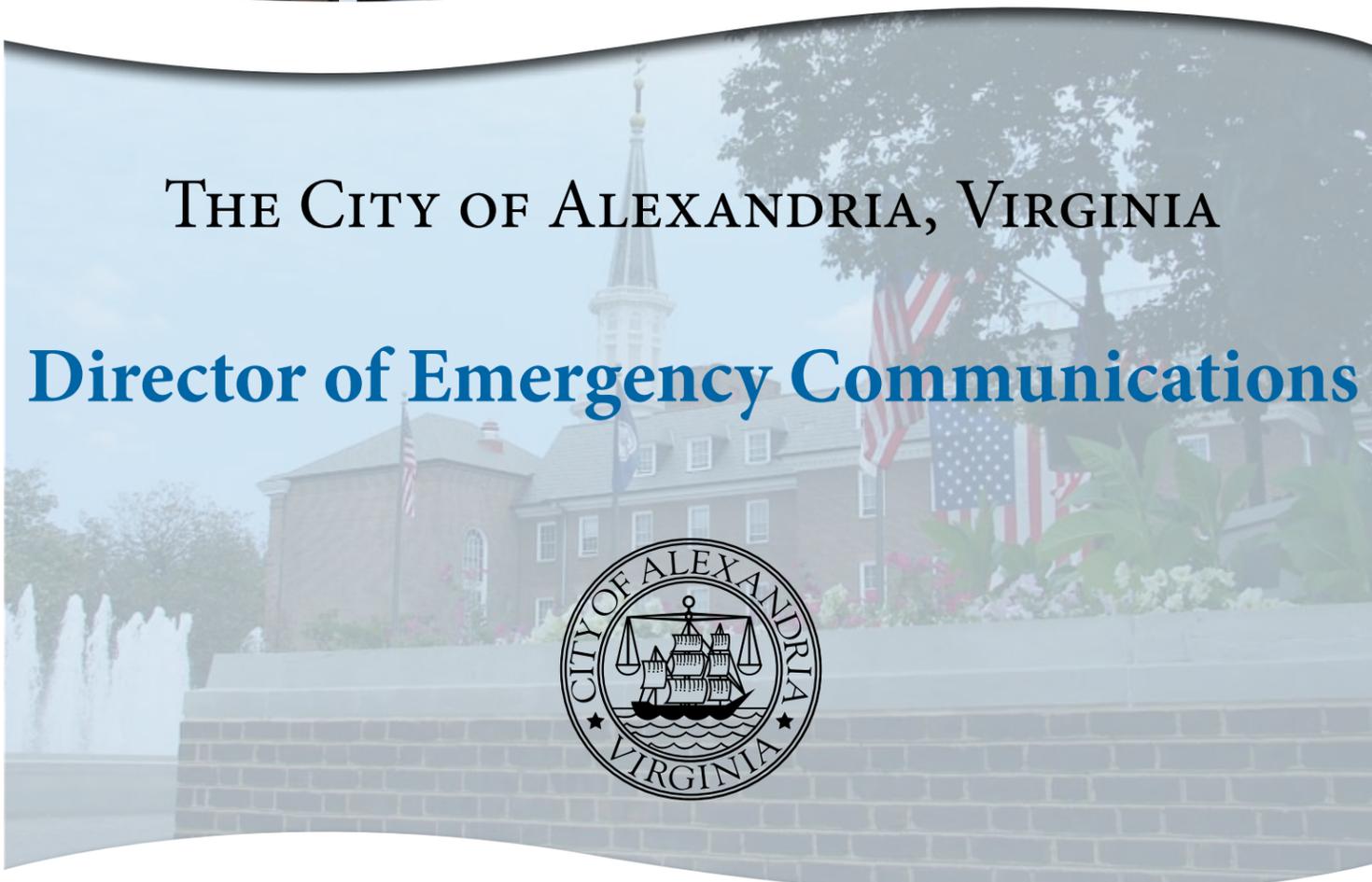
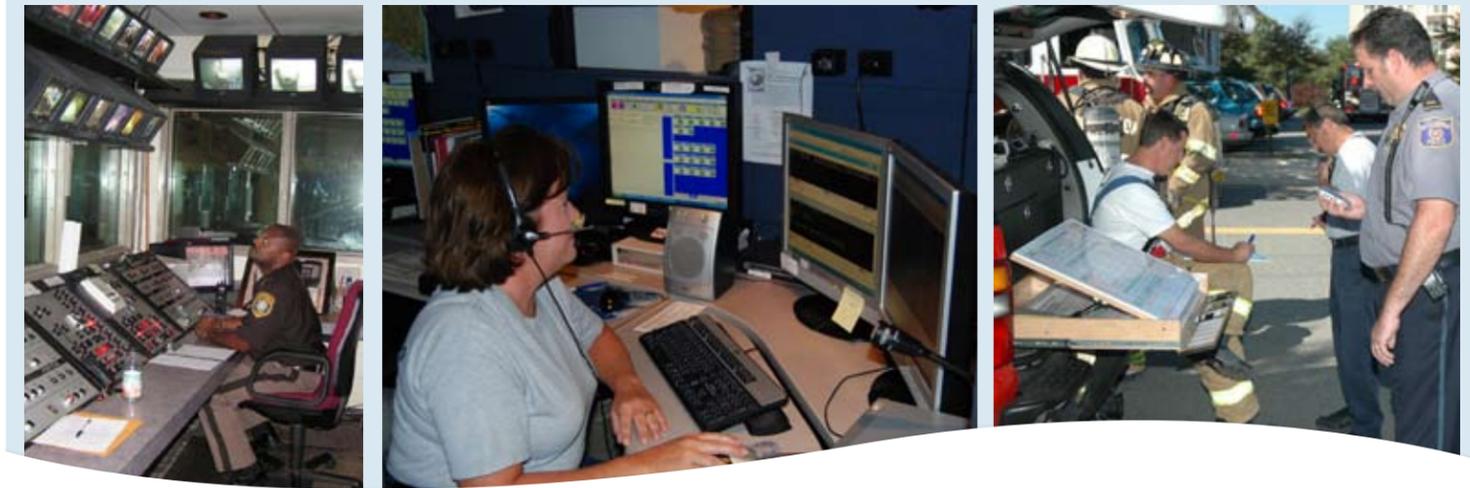
COMPENSATION AND BENEFITS

The salary range for this position is \$83,641.65 to \$138,399.77 (GS-30), with hiring dependent on the qualifications and experience of the selected candidate. In addition, benefits are provided which include annual, sick and holiday leave; a retirement plan; health insurance, dental plan, life insurance, and long-term disability insurance; optional deferred compensation (ICMA); savings bonds; credit union membership; catastrophic illness leave bank; and an employee assistance program. For more details on City employee benefits, visit www.alexandriava.gov.

HOW TO APPLY

Applicants must apply online at alexandriava.gov/jobs. Please attach a cover letter and resume. This position is open until filled. The first screening of applications will begin on September 30.

For questions and inquiries, contact the Human Resources Department at 703.746.3780.



Director of Emergency Communications

The City of Alexandria, Virginia is seeking an experienced, innovative public administrator to become the first Director of the newly established Department of Emergency Communications. This is an exceptional opportunity for a seasoned communications professional to organize, develop and lead a critical service operation of the City. The ability to demonstrate transformational leadership, manage across the public safety system, and support the public service mission of the organization is paramount.

THE COMMUNITY

The City of Alexandria is located in northern Virginia and is bordered by the District of Columbia (Potomac River) and Arlington and Fairfax counties. With a population of approximately 140,000 and a land area of 15.75 square miles, Alexandria is the seventh largest city in the Commonwealth of Virginia, and one of the most densely populated in the United States.

Alexandria is unique—an historic place that keeps pace with the modern world. The City is part of the large Washington, DC Metropolitan Area and the National Capital Region, yet it has retained its historic character. About one-quarter of the town's 15 square miles have been designated as nationally or locally historic. Thousands of buildings in these districts are monuments to the past, while being actively used by citizens for homes, businesses and museums.

The City is racially and ethnically diverse. Approximately one-quarter of the City's residents are foreign born. Students at the City's single public high school come from 88 different countries, and speak 69 different languages. Overall, African-Americans comprise over 22 percent of the residential population, Latinos constitute almost 15 percent, and Asians constitute almost 6 percent.

Alexandria was founded almost 50 years before the District of Columbia. The Old and Historic District and Parker Gray Historic District are preserved with oversight by architectural review boards, which monitor and review exterior building changes. Historic landmarks include Robert E. Lee's boyhood home; Christ Church, where famous Virginia statesmen worshiped; and Gadsby's Tavern, a favorite meeting place of the Marquis de Lafayette and President Washington.

In addition to its historic sites, Alexandria includes a variety of attractions. One of the Metropolitan Area's largest concentrations of international restaurants can be found in Old Town. The Torpedo Factory Art Center, located on the City's waterfront, provides an opportunity for the public to meet more than 200 professional artists. The City's Farmers' Market,

at 241 years old, is the Nation's oldest farmers' market that has been meeting continuously at the same site, Market Square. The City's Del Ray/Rosemont areas offer beautiful tree-lined streets, eclectic shops, and various annual community events. The City's West End is filled with vibrant neighborhoods and will be the site of several new residential and commercial developments.

The last decade has seen the City's economy become one of the strongest in the Nation, driven by steady growth in its service-oriented employment base and income base. Following national trends, the City has seen the greatest employment growth over the last decade in its service sector.

The City is a primary business center in the Washington D.C. Metropolitan Area and continues to grow as a center for national association headquarters, a center for high technology and related headquarters, and a center for national, regional and divisional headquarters for corporations representing a broad range of fields. The U.S. Patent and Trademark Office, with its 7,000 employees, located its headquarters in the East Eisenhower Valley area in late fall 2003.

THE CITY GOVERNMENT ORGANIZATION

The City adopted the Council-Manager form of government in 1922. The governing body of the City 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 on Tuesday evenings twice per month except in July and August. Public hearings are held on one Saturday 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 72 City Boards and Commissions with Council-appointed citizen representation.

THE DEPARTMENT OF EMERGENCY COMMUNICATIONS

The Department of Emergency Communications is a newly formed department of the City of Alexandria. By establishing the Department, the City intends to unify existing emergency communication operations currently resident in the Alexandria Fire Department and Alexandria Police Department, improve

emergency communication service delivery to the public and position the City and its residents to yield the maximum benefit from next generation emergency communication capabilities.

In June 2009, ground was broken on the City's new \$60 million police facility, which will house the Department of Emergency Communication operations. A fully functioning Department of Emergency Communications will provide 9-1-1 call taking and emergency law enforcement, fire and EMS dispatching (as well as combinations of those services) throughout the City and to our mutual aid partners in the National Capital Region, including Fairfax County and Arlington County in Virginia, Washington, D.C., and Prince George's County in Maryland.

Staffing of the Public Safety Communications Center will include the Emergency Communications Director, a CAD Administrator, a Radio System Manager, two radio system technicians, seven dispatch supervisors and seventy-two communicators. All communicators and communications supervisors are trained to handle fire calls, medical calls, police calls and radio traffic. Fire and medical emergency calls are all handled with the aid of a prioritization system that helps determine what help is needed and what help to send in a timely manner.

ABOUT THE POSITION

The Director of Emergency Communications will be appointed by the Alexandria City Manager and will report directly to the City Manager. The Emergency Communications Director is responsible for development and administration of emergency communications for the City. Specific responsibilities of the position include:

- Insuring the security of the physical site;
- Establishing and maintaining cooperative working arrangements with participating jurisdictions for the provision of centralized communications dispatch services to law enforcement, fire and emergency medical services (EMS);
- Hiring, supervising, training and performing personnel administration for Center staff;
- Developing and implementing operating practices, procedures and protocols;
- Overseeing the management, installation, operations and maintenance of all department equipment, radio systems, telephone, and computer/data interfaces;
- Preparing, administering and recommending the department's capital and operating budget;
- Serving as the appointing authority for the department and
- Participating in the development of the department's legislative agenda.

THE IDEAL CANDIDATE

Education and Experience

Candidates for the position of Director of Emergency Communications will possess a combination of training and experience equivalent to graduation from an accredited college or university with a Bachelor's degree in Public Administration, Business Administration, or a related field. A Master's Degree is preferred. A minimum of seven years experience in public safety administration, preferably in public safety communications management, is required. Certifications by the Association of Public-Safety Communications (APCO) and the National Emergency Number Association (NENA) is desirable.

Experience, Knowledge and Skills

- Demonstrated success as a strong leader, manager and administrator.
- Demonstrated success in leading a public safety communications center in a metropolitan area of similar size and complexity preferred.
- Experience and knowledge of CAD Systems, dispatch systems and protocols, and interoperability as applied to law enforcement, fire and EMS in a metropolitan context.
- Knowledge of development, implementation and maintenance of geographic data base information.
- Knowledge of management/supervisory principles and practices.
- Knowledge of statutory and administrative codes, ordinances and regulations related to public safety communications.
- Understanding of law enforcement, fire and EMS operations.
- Well-developed people-management and budgeting skills.
- Knowledge of state of the art 9-1-1 systems and associated technologies.
- Knowledge of current practices and trends in public safety and emergency communications.
- Knowledge of principles and methods of 9-1-1 emergency telephone systems and standard telephone operations, Federal Communications Commission Rules and regulations, NexGen 9-1-1, Narrowbanding, VoIP, and RoIP.
- Relationship skills to effectively relate to stakeholders.
- Developed written and oral communication skills.
- A strong commitment to diversity in hiring and in the community.
- The ability to think strategically, to plan effectively and conceptualize process improvement.
- The ability to envision and promote the mission of emergency communications.
- A commitment to achieve desired outcomes.