City of Virginia Beach Organizational Mission & Values
The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary
Lead the Emergency Communications and Citizen Services (ECCS) Support Division including oversight of the department’s enterprise functions to include human resources administration, recruitment and retention, training, policy, department analysis and technology sections; assist the director in short and long range strategic planning, goals and objectives; coordinate special projects, policy development, and training development; coordinate activities with other City agencies and outside jurisdictions; and fill in for other division leads and the director. Alpha I employee/subject to immediate recall during major and/or emergency situations.

Representative Work Functions and Responsibilities
Coordinate human resources program needs within the department and with the Human Resources Department; coordinate and direct human resources, training, recruitment and retention, and workforce planning within the department.

Identify and evaluate staff training needs, develop and conduct training, and evaluate training effectiveness to link employee needs with career development.

Train staff on use of VCIN, facilitate their VCIN certification, and conduct quality assurance review of system usage.

Prepare reports, studies, plans and amendments in support of department goals and objectives in the areas of policy creation, strategic planning and training.

Coordinate policy development and implementation, and monitor department compliance with program policies and objectives.

Provide oversight and leadership of the CALEA Accreditation Program, coordinate all accreditation activities, and provide liaison with other departments/agencies on accreditation.

Research, prepare reports, and provide recommendations to the director on a variety of departmental issues as appropriate.
Coordinate statistical analysis and development of supporting reports, charts and graphs for presentation to and by the director, or to be published within monthly, quarterly and annual reports.

Assist in the development of the department budget.

Coordinate Computer Aided Dispatch (CAD) system maintenance and non-CAD business systems automation department-wide; and coordinate development/acquisition of centralized database management tools and/or CRM.

Represent the department and/or the City on various committees, teams, and task forces as assigned.

Coordinate Volunteer Program activities within the department.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

**Performance Standards**

Represent the director and department in a professional, diplomatic manner, exercising appropriate judgment, discretion, and tact; effectively evaluate organizational programs and subordinate staff; complete short and long range strategic planning; recommend viable alternatives to improve productivity and morale; recommend course of action for problem areas to the director; ensure complete and thorough information is provided to appropriate staff regarding personnel, operating and administrative policies and procedures, and training and technology; anticipate research needs and initiate projects; respond in a timely and professional manner to inquiries from the director, City Council, City Manager, City executives and external agencies; represent the department on various committees, teams, and task forces; effectively coordinate activities within the department, with other City agencies and the public; communicate effectively with staff and general public.

**Minimum Qualifications**

Requires any combination of education (above the high school level) and/or experience equivalent to nine (9) years, including at least three (3) in a supervisory role, in fields utilizing the knowledge, skills and abilities listed above such as business/public administration, human resources, or management program analysis.

Must have, or obtain, a current and valid Virginia or North Carolina driver’s license in accordance with Virginia or North Carolina DMV driver’s license eligibility requirements.

Requires VCIN certification and the ability to maintain this certification, which requires a complete background check/polygraph.

**Preferred Qualifications**

Extensive knowledge of public safety and public service operations/administration.

**Special Requirements**

Requires successful completion of a pre-employment physical examination.

Requires successful passing of criminal history check.

All employees may be expected to work hours in excess of their normally scheduled hours in response
to short-term department needs and/or City-wide emergencies.

Must be available to work evenings, weekends, holidays, and overtime when required to meet operational needs. Requires report-to-work time flexibility.

Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City's operational status. Employee is subject to immediate recall in such events.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge
   1. Knowledge of administrative, management, and supervisory principles and techniques associated with a public safety and public service organization.
   2. Extensive knowledge of human resource administrative principles, practices, and methods of human resource administration, EEO/AA, ADA, and volunteer administration.
   5. Extensive knowledge of training techniques and strategies.
   6. Extensive knowledge of retention techniques and strategies.
   7. Extensive knowledge of City and department programs, policies, and procedures.
   8. Extensive knowledge of public safety and public service information technology systems including supporting hardware equipment and software.
   9. Knowledge of computer applications and software, both enterprise and proprietary.

B. Skills
   1. Skill in organizing and coordinating the work of subordinates to carry out departmental objectives and projects.
   2. Skill in displaying leadership, initiative, ingenuity, mentoring, and resourcefulness in work activities and guiding subordinates.
   4. Skill in statistical technique and applications.
   5. Skill in coordinating a wide range of human resources needs and in developing, delivering and evaluating training programs.
   6. Skill in coordinating human resource needs in the area of hiring, retention, and workforce development/planning.
   7. Skill in leading, developing, monitoring and evaluating short and long range strategic planning.
   8. Skill in researching, interpreting data, and preparing written reports, correspondence, policy and procedures.
   9. Skill in public relations and in communicating orally and in writing.
   10. Skill in computer applications.
   11. Skill in establishing and maintaining a good working relationship with fellow employees, City staff, and the public.

C. Abilities
   1. Ability to coordinate the development and evaluation of short and long term plans and programs.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
2. Ability to coordinate, human resources (hiring/training/workforce planning/development), policy, technology, and training functions for the department.
3. Ability to coordinate the development, interpretation, and administration of department policy and procedures.
4. Ability to work independently, and lead, plan, coordinate, and direct/supervise the work of others.
5. Ability to effectively represent the department in dealing with City agencies, contractors, vendors and the general public.
6. Ability to communicate effectively using oral and written communications, including reports, memorandums, correspondence, and forms.
7. Ability to apply written policies and procedures in practical situations.
8. Ability to interpret and analyze technical and statistical information for reports.
9. Ability to maintain required certifications necessary to administer oversight in functional areas.
10. Ability to use computer software to access data, prepare documents, and develop proposals.

Working Conditions
The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City’s business.

Physical Requirements: Physical refers to the requirement for physical exertion and coordination of limb and body movement.

Requires sedentary work that involves sitting for long periods of time, but may involve walking or standing for brief periods of time, exerting up to 10 pounds of force on a regular and recurring basis, and requires continual use of a computer keyboard and other peripheral devices.

Mental Requirements: Mental refers to the degree that the job involves cognitive activities, and use of mental processes.

Performs clerical and technical tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.

Environmental Conditions: Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.

This job involves a risk of limited to no exposure to any environmental hazards.
**Sensory Requirements:** Sensory refers to hearing, sight, touch, taste, and smell required by the job.

The job requires normal visual acuity and field of vision and speaking. Hearing must be in compliance with the National Emergency Number Association (NENA).