



Fluvanna County, Virginia
E911 Center
Job Description

Deputy Director of Communications and Technology

Job Class #:	6292
Pay Grade:	22
Category:	Full-time, with Benefits
FLSA Status:	Exempt
Reports To:	Director of Communications and Technology

SUMMARY

Under minimal supervision, the Deputy Director performs management functions and complex technical work over assigned shifts dispatching law enforcement, fire/rescue, and other personnel in response to emergency situations. Supervision is exercised over the Communications Operations Coordinator and Communications Supervisors. The Deputy Director assumes command of the Emergency Communications Center in the absence of the Director of Communications and serves as the day-to-day operations manager of the 911 center. Emergency call outs are required.

ESSENTIAL FUNCTIONS

- Receives calls, assesses the emergent nature of calls and dispatches appropriate personnel and equipment. Creates log of each call received.
- Receives and properly classifies Emergency Medical calls and provides medical direction by following our EMD program protocols.
- Participates in training new Communications Operators. Assists with developing training procedures and techniques.
- Assists with developing dispatching procedures for Law Enforcement and Fire & Rescue communications.
- Completes performance evaluations for Operations Coordinator and Communications Supervisors.
- Maintains training certifications and records.
- Assists with Freedom of Information Act (FOIA) as needed.
- Assists with major project management as required.
- Assists with annual Communications Center budget development and expense tracking.
- Attend County Board of Supervisors meetings and other board or community meetings as needed.
- Assumes command of the Emergency Communications Center in the absence of the Director of Communications.
- Assists with on-site setup of CAD and radio repeaters as needed
- Assists with radio tower inspection/repair as requested.
- Works on other assignments and projects as needed.
- Serves as the day-to-day operations manager of the Emergency Communications Center
- Participates in management on-call rotation
- Assists with Information Technology assignments as required.
- Serves in the role of a Tactical Field Dispatcher as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Comprehensive knowledge of Fluvanna County, including major businesses, buildings, parks, and landmarks

- Through knowledge of Operations Coordinator and Communications Supervisors responsibilities
- Clear and concise communication skills.
- Ability to execute data entry at a reasonable speed.
- Ability to remain calm and reassuring during stressful situations.
- Knowledge of supervisory responsibilities including interviewing and performance reviews.
- Thorough knowledge of Fluvanna County Communications Center policies, procedures, and operations.
- Demonstrated leadership skills and decision-making ability.
- Demonstrated understanding of CAD, EMD, and Radio Infrastructure used in the center

ACCEPTABLE EDUCATION, EXPERIENCE, AND TRAINING

- Any combination of education, training, or experience equivalent to 2 years of college level coursework in Criminal Justice, Computer Science, Emergency Medical Services, or similar field preferred
- 4 years of emergency dispatch experience. Prior experience in law enforcement, fire, or EMS is a plus
- Prior supervisory experience required in related field.
- Possession of Basic Communications Officer Certification
- Possession of VCIN A/B Operator Certification for a minimum of 3 years
- Possession of EMD (Emergency Medical Dispatch) Certification
- Possession of CPR
- Ability to obtain within one year, and maintain throughout employment:
 - Communications Center Supervisor Certification
 - General Instructor
 - EMD-Q Certification
 - Motorola Flex DAC Certification
 - Motorola Flex SAA Certification (continued work towards this certification is required, process takes longer than one year)
 - APCO Fundamentals of Tactical Dispatch
 - ICS 100, 200, 300, 400, 700, 800

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

- Position requires typical office/sedentary work requiring exertion of up to 50 pounds of force occasionally.
- Work requires reaching, fingering, grasping, and repetitive motions.
- Vocal communication is required.
- Generally, work is performed indoors in a climate-controlled environment, but adverse environmental conditions may be encountered during response to emergency scenes or to off-site radio towers / network equipment locations for inspection/repair.
- Work may be performed in a stressful environment stemming from receipt of emergency response calls.
- Work may require technical mechanical work which involves the use of hand and power tools and use of step ladders

POST OFFER REQUIREMENTS

- Criminal Background

Department Head Recommended:	HR Manager Approval as to Form:	County Administrator Recommended:	Board of Supervisors Approved:
May 26, 2026	May 28, 2026	May 28, 2026	