

VECC 911



Executive Recruitment

• Valley Emergency Communication Center Manager

The VECC



The Valley Emergency Communications Center for Pima County Arizona (VECC) was created by an Intergovernmental Agreement between the Drexel Heights Fire District and the Green Valley Fire District in 2014. The VECC is one of three fire emergency 911 regional dispatch sites in the Tucson area.

The VECC operates under the management of the Drexel Heights Fire District. The VECC dispatches fire and medical emergency calls for several other fire service agencies including Arivaca, Corona de Tucson, Green Valley, Rincon Valley, and the Tohono O`odham - San Xavier District.



The VECC is housed at the Pima Emergency Communications and Operations Center alongside the Pima County Sheriff's Department communications operation at 3434 E. 22nd Street in Tucson. The new state of the art center was developed as part of a Pima County bond program which also created an interoperable radio network commonly known as PCWIN. The VECC, Pima County Sheriff, Tucson Police and Fire in addition to other agencies, all operate on this new interoperable radio network.

The VECC is a state of the art communications center through partnership with member organizations in setting standards for quality dispatching, pride, professionalism and innovative services.

Minimum Education, Training and Experience Requirements

- Any combination of education/experience equivalent to a Bachelor's Degree in public or business administration, information management systems, emergency management, or related field
- Minimum of five (5) years of experience at an upper level supervisory position in a communications center
- Certifications in Basic Telecommunicator and Emergency Medical Dispatch or equivalent
- Valid Cardio Pulmonary Resuscitation (CPR) card
- National Incident Management System (NIMS) level 100, 200, 700, and 800 certifications
- Must possess or be able to possess a valid Arizona Driver's License
- No felony convictions or disqualifying criminal histories within the past ten (10) years

Preferred Education, Training, and Experience

- Master's Degree in public or business administration, information management systems, emergency management, or a related field
- Completion of a nationally recognized certification program for communications center management
- Ability to communicate both in English and Spanish
- Experience as a senior level manager of a multi-jurisdictional communications center
- Experience in a multi-jurisdictional communications center
- Experience in the fire service preferably at the rank of Captain or above

The VECC operates under a cooperative agreement with a Governing Board. The Center is managed on a day-to-day basis by the Communications Center Manager. The governing board known as the Policy Board includes representatives of the Drexel Heights and Green Valley Fire Districts. The other agencies have representation on the Operations Board and are considered subscribers under the cooperative agreement.

VECC GOALS

- Operate an interoperable radio and data network as provided by the PCWIN project.
- Maintain a communications center program that includes call takers, dispatchers, and a complete data management system.
- Establish and maintain a mobile data system that includes automatic vehicle location.
- Establish and maintain a systematic approach for pre-arrival medical direction for Telecommunicators to utilize.
- Receive and transmit calls for emergency service in an efficient and timely manner utilizing applicable national standards.
- Actively participate in the management and operation of the Pima Emergency Communications and Operations Center (PECOC) and its companion back-up facility at Thomas O. Price Service Center.
- Establish and maintain links between other fire and emergency services dispatch centers including the Pima County Sheriff's Department and City of Tucson.
- Ensure that the back-up center at the Thomas O. Price Service Center is properly setup for VECC operations.



Candidate Attributes

The ideal candidates will possess the following qualities:

- Good judgment and dependability
- High ethical standards
- Strong political acumen
- Logical and quick thinking during an emergency
- Strong customer service skills – must be courteous but firm with the public
- Skill in people-management and budgeting
- Skill in supervisory and management functions such as budgeting, planning, scheduling, training and instructing personnel
- Ability to perform duties as required by the Principal Fire Chief and the VECC Policy Board
- Ability to listen to and apply information and instructions, write legibly, speak distinctly, and have good hearing
- Ability to build and maintain teams and maintain confidentiality as needed
- Ability to direct and supervise telecommunicators and support personnel, with a willingness to listen, to be approachable, and to take time to understand needs and situations
- Thorough knowledge of applicable technical systems and the federal and state laws that affect such operations
- Expertise and demonstrated experience in intergovernmental relations
- Knowledge of controlling laws and ordinances affecting the Managing Administrative Principal and the VECC
- Thorough knowledge of the geography of the region

VECC Services Provided

VECC provides a state-of-the-art communications and dispatch service to our participating organizations. VECC employs a current network of software and systems to provide a modern radio and dispatch and data system for our participating organizations.

The specific services that the VECC offers to its participants include:

- Secondary Public Safety Answering Point (PSAP) services.
- Dispatch of stations and units for emergency call response. This includes notification systems that alert stations and units.
- Voice and data information dispatch services to fire, EMS, and other emergency service dispatch in a timely and efficient manner.
- Qualified, trained, and certified Telecommunicators and Telecommunications Supervisors.
- Pre-hospital Emergency Medical Dispatch (EMD) instructions on calls for medical emergencies.
- Where necessary, prompt notification of secondary responders such as private ambulance responders, helicopters, or supporting police agencies.
- Communication between mobile units and the dispatch center via mobile data terminals.
- VECC will also have the ability to provide additional services as prescribed by the Policy Board.

MISSION OF THE VECC

The VECC is a state of the art communications center created and operated cooperatively by the partnership between the Green Valley Fire District and the Drexel Heights Fire District. The VECC will set and maintain standards for quality dispatching, pride, professionalism, and innovative services.



Valley Emergency Communication Center Communication Center Manager

\$72,457 - \$88,282

Completed and signed application packages must be received **by Friday July 14, 2017 at 5:00PM PST** and must be submitted by email only with return receipt request to:

Valley Emergency Communication Center Executive Search
C/O Emergency Services Consulting International
25030 SW Parkway Ave., #330
Wilsonville, OR 97070
503.570.7778 / Email: recruitment@esci.us