



EXECUTIVE DIRECTOR

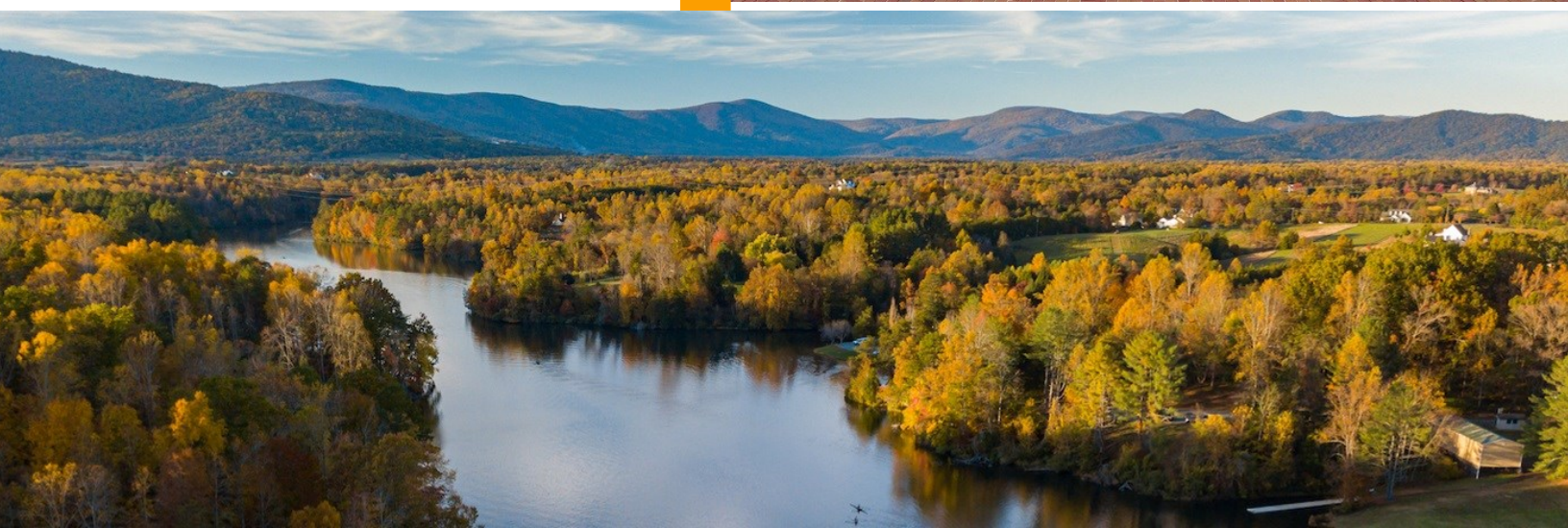
CHARLOTTESVILLE-UVA-ALBEMARLE
EMERGENCY COMMUNICATIONS CENTER

THE ORGANIZATION

The Charlottesville-UVA-Albemarle Emergency Communications Center (ECC) is a regionally consolidated public safety answering point (PSAP) serving the City of Charlottesville, the University of Virginia, and Albemarle County. The ECC handles all 9-1-1 emergency and non-emergency calls for the region, serving as the central dispatch for local police departments, rescue squads, and fire services. The ECC receives 181,000 calls for service and 238,000 9-1-1 and administrative calls annually.

Established in 1984 and headquartered in Charlottesville, ECC serves a population of approximately 167,280 with 69 authorized full-time employees and a proposed FY2026 budget of \$12 million. The ECC is nationally recognized, having earned CALEA Accreditation and designation as an APCO National Certified Training Program. The ECC's mission is to provide community safety and preparedness services through innovation and collaboration that continually earns community trust.

The ECC is a cornerstone of public safety in the region, ensuring effective communication and continuous improvement in operations. It works closely with local, state, and university agencies to strengthen emergency response capabilities and improve community preparedness. Joining the ECC offers a unique opportunity to contribute to the safety and well-being of the region while promoting a culture of innovation, collaboration, and trust.





THE POSITION

The Executive Director of Emergency Communications serves as the chief executive of the Charlottesville-UVA-Albemarle Emergency Communications Center (ECC), overseeing 9-1-1 operations for fire, law enforcement, EMS, and emergency management services. Reporting to the ECC Management Board, the Executive Director provides strategic leadership, manages operations and resources, develops policies, and ensures effective coordination among member agencies. This role is critical in advancing regional emergency management efforts and maintaining seamless, high-quality emergency response services.

Responsibilities of the position include:

- Leading a multidisciplinary team across operations, finance, HR, training, and IT
- Managing and optimizing resources for public safety communications and emergency coordination
- Ensuring the security and operational readiness of technology, radio systems, and dispatch infrastructure
- Conducting long-range strategic planning and goal setting for the Regional ECC
- Preparing and managing the annual budget, financial reporting, and audits
- Facilitating inter-agency cooperation and stakeholder engagement to enhance regional emergency response
- Representing the ECC in public forums, media interactions, and governmental meetings
- Overseeing policy development, implementation, and continuous improvement initiatives
- Responding to community input, feedback, and concerns regarding emergency communications
- Promoting an inclusive, collaborative, and high-performing workplace culture

DESIRED CAPABILITIES

The ideal candidate for the Executive Director position will be a strategic and adaptable leader with deep experience in emergency communications and public safety. They should be an empathetic and transparent communicator who builds trust with staff, stakeholders, and the community. A collaborative leader with strong interpersonal skills, the candidate must be adept at conflict resolution, negotiation, and fostering teamwork, creating a culture of motivation and appreciation.

The desired candidate will possess extensive knowledge of public safety communications center operations, including police, fire, and EMS procedures, telecommunications systems, and Federal and State regulations governing public safety radio and 9-1-1 systems. The candidate should also have expertise in crisis management, financial oversight, and emerging public safety technology, including NG9-1-1 and CAD systems. A solid understanding of regional emergency plans, data-driven decision-making, and statistical analysis is critical.

A commitment to equity, cultural competency, and community engagement is essential, particularly in maintaining public trust and strengthening relationships with regional partners. The candidate must also be skilled in personnel management, goal setting, budgeting, and operational planning, with the ability to effectively communicate and perform under emergency conditions. Balancing innovation with organizational stability, they will lead with integrity, resilience, and a people-focused approach, ensuring operational efficiency while fostering a positive and inclusive workplace culture.



The Executive Director must embody and actively demonstrate the agency's core values in all aspects of their leadership. These values are:

Generous – With each other, our time, our community

Open – To learning and innovation, open-minded & inclusive

Leaders – At all levels and positions, fostering teamwork

Dedicated to Service – For the safety of community and responders

Efficient and Empathetic – With our communications, policies, and co-workers

Notable – Worthy of celebrating





LEADERSHIP OPPORTUNITIES

Technology Upgrades and Operational Efficiency

The Executive Director will oversee critical technology upgrades, such as the integration of Next Generation 911 (NG911) and CAD system upgrades, while ensuring that operations are streamlined to improve call response times, workload management, and resource utilization. Staying ahead of technological advancements and operational improvements will be crucial in maintaining the ECC's reputation as a nationally recognized, efficient public safety center.

Budget Management and Financial Strategy

The next Executive Director will play a key role in navigating the budgeting process, ensuring financial stability for the organization while managing growth and budget constraints across member jurisdictions. This includes working closely with stakeholders on financial needs, making sound decisions regarding funding requests, and evaluating vendor relationships, particularly with the current P25 system and other vendors, to ensure effective service delivery.

Facility and Infrastructure Development

Given the ECC's evolving operational needs, the Executive Director will be instrumental in addressing facility concerns, including evaluating and finalizing decisions around leasing or purchasing the current location or moving forward with a renovation project. The Director will also ensure that the ECC's infrastructure supports the growing demands of the region's emergency response needs.

Staffing, Recruitment, and Retention

Addressing staffing needs within the ECC will be a priority. The Executive Director will lead efforts to improve recruitment, retention, and professional development, ensuring that the team is well-supported through training opportunities and leadership development. Focus will also be placed on supporting the mental health and wellness of staff, as well as managing staffing during times of constrained resources.

Culture and Leadership Development

The Executive Director will be responsible for cultivating a positive, cohesive organizational culture that directly influences employee satisfaction and retention. This includes investing in leadership training, fostering collaboration across departments, and ensuring that all levels of staff feel supported and valued. With several new managers in the ECC, the Director will have an opportunity to shape a unified leadership strategy that aligns with the organization's goals and strengthens its ability to serve the community effectively.

COMPENSATION AND BENEFITS

The annual starting salary range for this position will be \$161,940 - \$197,927. Albemarle County offers excellent benefits, including annual (front loaded) and sick leave, health insurance options (health, vision, and dental), and Virginia Retirement System (VRS) benefits. The ECC provides cell phone stipends as agreed upon to conduct day-to-day business. This is a full-time FLSA Exempt position. Employer-paid life insurance and deferred compensation are available. Residency within the Commonwealth of Virginia is required for all ECC employees. The Executive Director is additionally required to establish residence within reasonable distance of the ECC (2306 Ivy Rd, Charlottesville, VA). Reimbursement of relocation expenses is negotiable.

EDUCATION AND EXPERIENCE

This position requires a bachelor's degree and ten years of progressively responsible experience in public safety, including management, budgeting, and procurement, or an equivalent combination of education and experience. Preferred candidates will have at least three years in senior management within emergency communications, along with certification as an Emergency Number Professional (ENP) issued by the National Emergency Number Association (NENA), or as a Registered Public-Safety Leader (RPL) or Certified Public-Safety Executive (CPE) issued by the Association of Public-Safety Communications Officials (APCO). Graduate-level degree is preferred.

APPLICATION AND SELECTION PROCESS

Qualified candidates please submit your cover letter and resume online at:

www.governmentjobs.com/careers/bakertilly

This position is open until filled; however, interested applicants are strongly encouraged to apply no later than March 17, 2025. For more information, please contact Yolanda Howze at Yolanda.Howze@bakertilly.com or by calling 312-240-3401.

For more information about the Charlottesville-UVA-Albemarle Emergency Communications Center, visit <https://cua911.gov/>.

