Raleigh, North Carolina, is seeking exceptional candidates to serve as the Assistant Director for the Raleigh-Wake Emergency Communications Center.
City Profile

The City of Raleigh is the capital of North Carolina, home to several colleges and universities, with a vibrant performing arts community. Fueled by an impressive mix of education, ingenuity and collaboration, Raleigh has become an internationally recognized leader in life science and technology innovation.

(source: Raleigh Office of Economic Development)
About Raleigh, N.C.

The City of Raleigh is the second-largest city in North Carolina and remains one of the fastest growing areas in the country. Raleigh is emerging as a large city with a population of about 484,000. It’s both the county seat of Wake County (the largest county in North Carolina) and the capital of the state. Driven by a strong economy and an outstanding quality of life, Raleigh is consistently ranked among the nation’s best places to live and operate a business. Sustained population growth has created new development opportunities in Raleigh.

Raleigh is known for an exceptional quality of life. In the 2020 Citizen Satisfaction survey, 89 percent of the residents surveyed, who had an opinion, indicated the City of Raleigh is an “excellent” or “good” place to live. Respondents, who had an opinion, also gave positive ratings for overall quality of life in Raleigh (89%), overall quality of life in neighborhoods (86%), as a place to work (86%), as a place for young professionals (85%) and as a place to raise children (84%). Respondents were least satisfied with the overall value received for their City tax dollars and fees (57%).
Raleigh has a history and reputation for excellent services and innovation. The 2020 Citizen Satisfaction Survey demonstrated that 74 percent of respondents were satisfied with the quality of city services, compared with 42 percent in similar cities. This organizational excellence is reflected in our financial performance. Raleigh has the strongest credit ratings available in the marketplace; our credit rating from the three national credit rating agencies (Moody’s, S&P Global and Fitch) are all AAA/Aaa.
The mild climate, diverse work force and proximity to the Research Triangle Park combine to make Raleigh a great place to live, work, play and learn. This is evident in the frequent accolades of the City. Below are some recent national recognitions for Raleigh:

- GoBankingRates named Raleigh the No. 1 city to live in for young professionals, 2022
- Raleigh was selected one of Top 15 Best-Run Cities in America - *WalletHub, June 2022*
- Raleigh/ Durham was listed No. 6 in the Best Place to Live in U.S. ranking by *U.S News & World Reports, May 2022*
- Raleigh was No. 1 in the Best City for Working Women ranking - *Apartment List, March 2022*
- Raleigh was chosen among Top 3 Hottest Job Markets in America, according to *Wall Street Journal and Moody's Analysis - Triangle Business Journal*
- Raleigh was chosen No. 2 among the South’s Best Cities on the Rise 2022 - *Southern Living, March 2022*
- Raleigh was chosen to the Top 10 for Home Appreciation among Nation’s Largest Cities - *Triangle Business Journal, February 2022*
Emergency Communications Center

The Assistant Director for the Raleigh-Wake Emergency Communications Center supervises and coordinates the highest quality service to our residents and first responders. The Center dispatches and centralizes communication for four EMS agencies, eight law enforcement agencies, and 20 fire departments, serving more than one million residents, spanning 860 square miles.

Raleigh-Wake 911 ranks as one of the top 10 dispatch centers in the United States, according to 911 Dispatchers Edu, and is one of only four centers across the country to earn accreditation from all three accrediting agencies: CALEA, ACE, and APCO Project 33.

This position offers the opportunity to join an award-winning dispatch center and make an immediate and lasting impact on the entire Raleigh metro area.

(The Assistant Director must be available to report to work during emergencies and disasters.)

Duties and Responsibilities

- Coordinate programs for current and long-term operations plans
- Serve as liaison to partner agencies
- Directly supervise three employees and indirectly supervise the Operations Division and be responsible for the overall direction and evaluation of the unit.
- Interview, hire and train new employees
- Plan and assign projects
- Prepare the department’s annual operating budget
- Approve expenses related to communication equipment
- Develop and maintain statistical performance reports for all emergency communication functions
Typical Qualifications

Bachelor's degree in public administration, criminal justice, computer technology, accounting, budgeting, communications or a closely related field, and at least five years of progressively responsible executive management experience in a government agency, preferably in a 911 center.

Additional Skills and Knowledge

The Assistant Director should also have:

- In-depth knowledge of emergency response process and resources; familiarity with police, fire, and other public safety operations
- Knowledge of principles and practices of 911 administration, supervision and budgeting
- Understanding of concepts and theories of public safety radio systems
- Skilled in communicating to and motivating employees to pursue excellence
- Experienced in direction of a large staff through subordinate managers
- Ability to obtain the following certifications within six months of hire – training will be provided as necessary:
  - CPR
  - Emergency Medical Dispatch
  - Emergency Fire Dispatch
  - Division of Criminal Information
  - Emergency Number Professional (preferred)
Compensation and Benefits

The City of Raleigh plans to offer a competitive hiring range between $87,890 and $125,000, commensurate with the successful candidate’s qualifications and experience. The City provides a comprehensive benefits package as part of the total rewards program to support employees through important events in their life, to enhance their life outside work, and to help them plan and prepare for the future. The City of Raleigh participates in the North Carolina Local Governmental Employees’ Retirement System (NCLGERS). See information about the City’s benefits.

Application and Selection Process

Qualified candidates should complete a profile and submit their application, resume, and cover letter online by visiting our website at www.governmentjobs.com/careers/raleighnc. This position will remain open until filled; however, review of applicants is scheduled to begin Dec. 1, 2022.

For more information, please contact Rea Brown, Talent Acquisition Manager, rea.brown@raleighnc.gov or 919-996-4691.