



DEPUTY DIRECTOR OF OPERATIONS

Sacramento Regional Fire/EMS Communications Center, CA

Recruitment Services Provided By





The Opportunity

The Sacramento Regional Fire/EMS Communications Center ("SRFECC" or "Center") is seeking a visionary and operationally driven Deputy Director of Operations to help lead one of the region's most critical public safety lifelines. In this pivotal role, the successful candidate will oversee high-performance dispatch operations that connect communities to life-saving fire and EMS resources across the Sacramento region. Working alongside a dedicated team of communications professionals, the next Deputy Director will drive operational excellence, enhance systems and procedures, and ensure rapid, reliable emergency response when seconds matter most. This is a rare opportunity for an experienced leader to shape the future of regional emergency communications by strengthening partnerships, empowering staff, and making a direct impact on the safety and resilience of the communities served by the SRFECC.

About SRFECC

The Sacramento Regional Fire/EMS Communication Center is a highly trained team of public safety professionals who dispatch fire protection and emergency medical service (EMS) personnel to residents calling 9-1-1 in the Sacramento region. The Center is designated as a Secondary Public Safety Answering Point (PSAP), receiving calls from local law enforcement agencies that serve as the Primary PSAP under state law. Rather than each individual local fire agency having its own local dispatch center, the leadership from several fire agencies agreed in 1981 to form a regional dispatch center to provide seamless service across local governments spanning approximately 1,000 square miles. The SRFECC has one of the highest call volumes of all dispatch centers in the U.S, answering nearly 500,000 calls per year. The Center serves a population of 1.61 million people and covers approximately 984 square miles.

The Center operates twenty-four hours a day, 365 days per year, and its dispatchers serve as an integral part of the region's public safety response team. The highly trained staff work as a team, utilizing phone, computer, and radio technologies as they receive 500 to 1,000+ emergency 9-1-1 calls daily. Operating at a centralized location, the dispatch team is an integral part of how each fire department in the Sacramento region responds to fire and EMS-related emergencies around the clock. The Center has a total of 60 FTE who are supported by a FY 25/26 operating budget of \$14.2 million. The SRFECC earned its first Accredited Center of Excellence (ACE) status from the International Academies of Emergency Dispatch (IAED) in July 2024, which is the highest honor in 9-1-1 dispatch.

Fire agencies served by SRFECC include:

- Cosumnes Fire Department*
- Courtland Fire Department
- Folsom Fire Department*
- Herald Fire Protection Agency
- Isleton Fire Department
- River Delta Fire Protection District
- Sacramento Fire Department*
- Sacramento Metropolitan Fire District*
- Walnut Grove Fire Protection District
- Wilton Fire Protection District

*SRFECC Joint Power Authority members.





SRFECC Governance and Organizational Structure

In 1981 four member agencies (Cosumnes Fire Department, Folsom Fire Department, Sacramento Fire Department, and Sacramento Metropolitan Fire District) agreed to set up a Joint Powers Authority (JPA) to regionalize public safety communication and dispatch services in the Sacramento Region to provide seamless, high-quality service to the public they serve. Each member agency has a seat on the Board with votes and annual expenditures weighted based on the number of dispatched incidents in their jurisdiction. The SRFECC is led by a Chief Executive Director who is appointed from the member agencies on a rotating basis. The Board-approved strategic blueprint, growth strategy, long-standing operating standards and policies, and a tenured management team provide management focus and continuity.

The organization has a Deputy Director of Operations and a Deputy Director of Administration who provide executive leadership to their respective divisions and report to the Chief Executive Director. The dispatch operations fall under the leadership of the Deputy Director of Operations, and the Deputy Director of Administration oversees the Information Technology, Finance, and Human Resources functions of the SRFECC.

\$ 14.2M
Operating Budget

60FTE
Employees

The Position

Under the direction of the Chief Executive Director, the Deputy Director of Operations provides executive-level leadership and strategic oversight of all operational functions within the Sacramento Regional Fire/EMS Communications Center. Three Dispatch Managers report directly to the Deputy Director, with an additional 4 supervisors and 42 dispatchers rounding out the Dispatch Operations team. This Deputy Director is responsible for ensuring continuous, compliant, and high-reliability emergency communications services while advancing organizational strategy for workforce sustainability and operational excellence. The Deputy Director of Operations serves as a key member of the executive leadership team and provides leadership and direction to the operations division, including dispatch, supervision, training, quality assurance, and operational support functions. The position may act on behalf of the Chief Executive Director as assigned. Some of the key responsibilities of the Deputy Director of Operations include:

- Translating the agency's vision and Board direction into operational plans.
- Serving as a strategic advisor on operational risk and service delivery.
- Leading long-range planning related to staffing, technology, and operational resilience.
- Establishing and monitoring performance metrics and service levels.
- Leading continuous improvement initiatives using data and industry best practices.
- Providing leadership and mentoring of managers and supervisors.
- Partnering with Human Resources on labor relations and performance management.
- Overseeing training standards, certification compliance, and professional development of staff.
- Assisting in the development and administration of the operational budget.
- Preparing reports for executive leadership and the Board of Directors.
- Ensuring compliance with laws, regulations, and accreditation standards.
- Leading operational preparedness for emergencies and disasters.
- Representing the agency in regional and statewide emergency communications forums.
- Collaborating with fire, EMS, law enforcement, and partner agencies.





Challenges & Opportunities

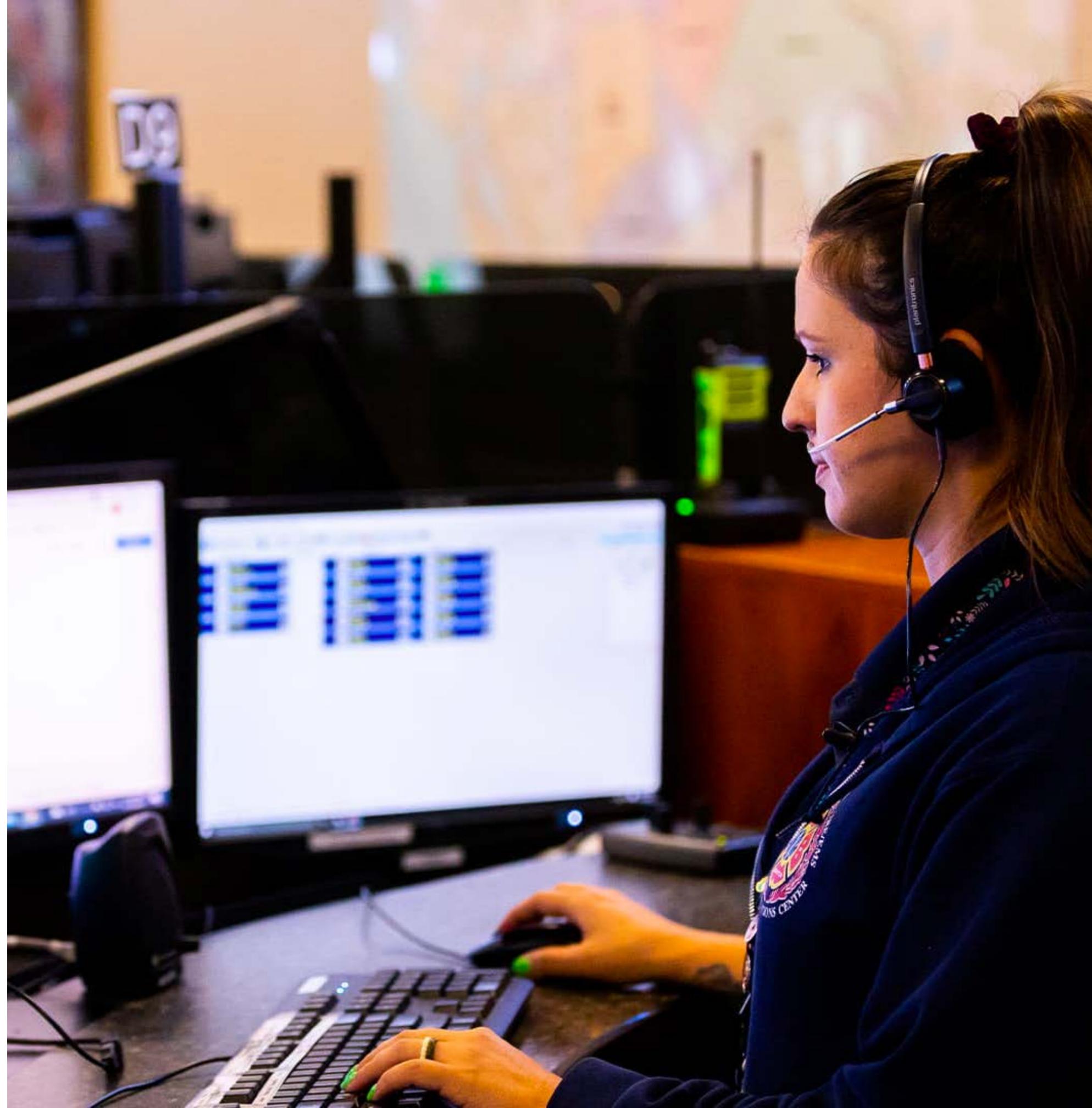
The next Deputy Director of Operations will be presented with career-defining challenges and opportunities in which to excel including:

- The next Deputy Director of Operations will have the opportunity to grow, mentor, and empower the Center's staff to maximize effectiveness and job satisfaction.
- The successful candidate will have the career-enhancing challenge of working on a Computer Aided Dispatch (CAD) modernization project by adding additional functionalities to the system, along with considering the addition of smart AI initiatives to support the work of the team and to enhance public safety service delivery.
- A new phone system will be needed in the next 12-18 months and will again afford the next Deputy Director with an opportunity to improve and modernize operations.
- The opportunity exists for the next Deputy Director of Operations to increase the focus on employee wellness and moving from a task-oriented organization to a people-focused organization.

The Ideal Candidate

The ideal candidate for the position of Deputy Director of Operations will possess certain traits and experiences that will lead to success:

- **Experience:** Demonstrated experience as a PSAP manager will assist the successful candidate in understanding the complexity of operations within a busy communications center but will also provide insights into best practices and public safety service delivery. Experience in a Fire/EMS or other public safety organization is highly desirable.
- **Leadership:** The next Deputy Director of Operations will bring a people-centric leadership style centered on developing, mentoring, and coaching staff. A leader whose style is characterized by transparency, and an effective communication style will be valued by the organization. The next Deputy Director should understand that political engagement with communities and stakeholder agencies served by the SRFEC is a critical need.
- **Vision and Innovation:** A visionary leader that brings a focus on furthering the SRFEC's reputation as a trusted PSAP is essential to success. Experience and a demonstrated understanding of technology and "smart tools" associated with PSAP operations is essential now and, in the future, given the organization's anticipated growth.



Qualifications

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying; however, the most qualified candidates will possess the following:

Education: A Bachelor's degree in Public Administration, Emergency Management, or related field. A Master's degree is preferred.

Experience: Significant progressively responsible leadership experience in a 9-1-1 communications center or similar environment. Demonstrated experience leading managers and complex operations, along with strong knowledge of emergency communications operations and regulatory requirements.

Certification: An APCO Certified Public-Safety Executive Program (CPE) certificate is preferred.





Salary & Benefits

The salary range for the Deputy Director of Operations is **\$166,278 to \$202,243**, with placement in the range depending upon experience. In addition, SRF ECC offers an excellent benefit package as outlined below. Key benefits include:

Retirement: CalPERS retirement is provided at 2% @ 62 (highest average over consecutive 36 months). Accrued/Unused Sick Leave may be converted to service credit upon retirement.

Medical Insurance: The Deputy Director and dependents will have the option of enrolling in any medical insurance plan available through the Center's contract with PERS. The Center's contribution currently ranges from \$991.25 for single enrollment to \$2,577.25 per month for family enrollment.

Dental and Vision Insurance: The Deputy Director and dependents will receive dental and vision insurance currently covered at 100% by the Center no matter the level of enrollment.

Long-term Disability Benefits: The Center provides a long-term disability insurance plan for the Deputy Director, with the full premium cost being paid by the Center.

Allowances:

- Appropriate technology, such as a cell phone, tablet, computer, and supporting service/data plans needed to perform job duties are provided.
- The Center provides the Deputy Director with a Center-owned take-home vehicle for business use.

Leave:

- **Vacation Leave:** Vacation leave is provided based on years of service starting at 96 hours annually and ranging up to 192 hours annually at year 13. Up to seventy-two (72) hours of vacation leave may be sold back per year, provided at least seventy-two (72) hours remain in the Deputy Director's balance.
- **Holiday Leave:** Fourteen (14) paid holidays are recognized by the Center.
- **Management Leave:** Upon hire and execution of the employment contract, the Deputy Director will be credited with 120 hours of Senior Management Leave. 40 hours of this leave may be cashed out, and the leave balance resets to 120 hours on a fiscal year basis.
- **Sick Leave:** Ten and one-half (10 ½) hours of sick leave are provided for each month of service and may be accumulated on an unlimited basis.

Application & Selection Process

To be considered for this position, interested candidates must submit a cover letter and résumé no later than **Monday, April 27, 2026**, at:

www.mosaicpublic.com/careers

CONFIDENTIAL INQUIRIES ARE WELCOMED TO:

Bryan Noblett | bryan@mosaicpublic.com | (916) 217-3696

Important Dates:

Deadline to apply and be considered:	Monday, April 27, 2026
Candidates selected for interviews:	Week of May 4, 2026
In-person interviews for selected candidate:	Week of May 25, 2026
Finalist interviews:	Week of May 25, 2026
Estimated start date:	June 2026

The Sacramento Regional Fire/EMS Communications Center is an Equal Opportunity Employer.

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