



DIRECTOR OF PUBLIC SAFETY COMMUNICATIONS

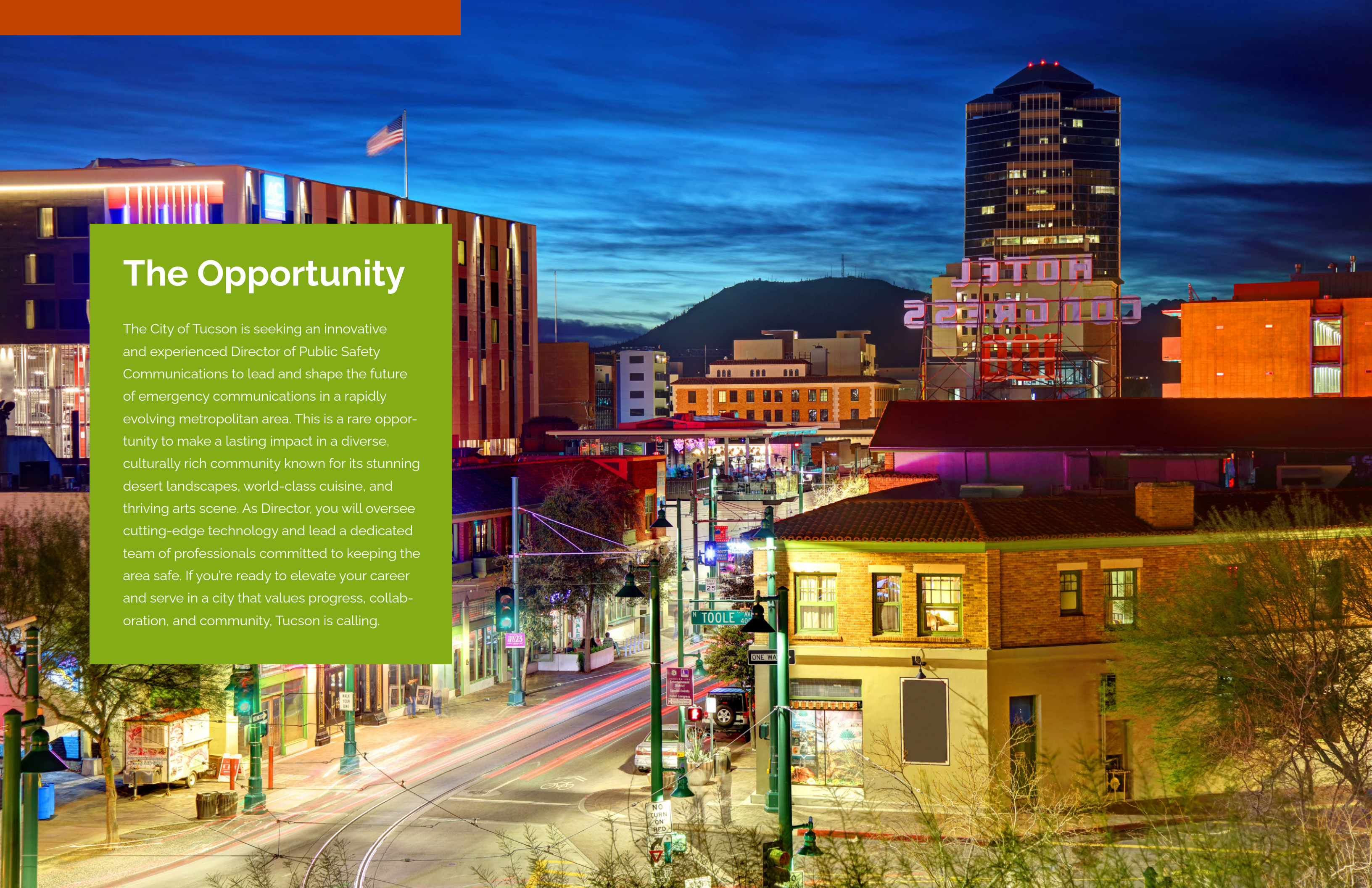
City of **Tucson, Arizona**

Recruitment Services Provided By



The Opportunity

The City of Tucson is seeking an innovative and experienced Director of Public Safety Communications to lead and shape the future of emergency communications in a rapidly evolving metropolitan area. This is a rare opportunity to make a lasting impact in a diverse, culturally rich community known for its stunning desert landscapes, world-class cuisine, and thriving arts scene. As Director, you will oversee cutting-edge technology and lead a dedicated team of professionals committed to keeping the area safe. If you're ready to elevate your career and serve in a city that values progress, collaboration, and community, Tucson is calling.



About Tucson

Tucson blends centuries of Hispanic, Native American, African American, and Anglo heritage into a vibrant and authentic cultural landscape. As the first U.S. city designated a UNESCO City of Gastronomy, Tucson offers exceptional culinary experiences alongside a rich mix of art, music, and outdoor recreation—from hiking and cycling to world-class stargazing.

With 330 days of sunshine annually and mountain ranges in every direction, Tucson is a year-round outdoor playground. The Loop, a 131-mile network of paved, shared-use paths, provides safe and scenic routes for walking, running, and biking across the city. Visitors and residents alike enjoy natural treasures like the Tucson Botanical Gardens—named one of North America's top gardens by the American Public Gardens Association—and the renowned Arizona-Sonora Desert Museum. With multiple observatories nearby, Southern Arizona is often called the astronomy capital of the world.

Tucson's culture is deeply rooted in community. Residents support local businesses, celebrate the arts, and take pride in helping one another. This spirit of care is reflected in City initiatives that address complex challenges such as homelessness, public safety, and economic opportunity—often with innovation on par with larger metropolitan areas.

The city's central core is home to a thriving downtown and the University of Arizona, a top-tier research institution. The university anchors the community, contributing to a highly educated workforce, research-driven private sector growth, and robust arts and athletics programming.

Tucson also draws national and international visitors, particularly during the winter months. Signature events include the Tucson Jazz Festival in January, the world-famous Tucson Gem & Mineral Show in February, the Tucson Rodeo, the multicultural Tucson Meet Yourself Festival in October, and the All Souls Procession in November—a dynamic, community-driven celebration of remembrance.

Whether you're drawn to the stunning desert surroundings, the inclusive and caring community, or the city's forward-thinking approach to public service, Tucson offers an exceptional place to live, work, and lead.





City Government

The City of Tucson is a charter city that has a Council-Manager form of government, with the Mayor serving as the Chief Executive Officer and the City Manager having general supervision and direction of the administrative operation of the city government. The Council is composed of a Mayor elected at large to four-year terms without limits, and six Council Members elected by Wards to four-year staggered terms without limits. The City Council appoints the City Manager, City Attorney, City Clerk and City Magistrates. The City Manager oversees approximately 4,500 dedicated employees and an annual operating budget of \$2.4B.



The Public Safety Communications Department

The Tucson Public Safety Communications Department (PSCD) is an independent and equal public safety partner to police, fire, and EMS. It became a consolidated emergency communications center in 2017, serving two law enforcement agencies and nine fire/EMS agencies. The PSCD takes pride in partnering with others in the Tucson region. The department is led by the Director of Public Safety Communications and supported by two deputy directors. Together, this leadership team oversees a total of 178 allocated staff positions and a current fiscal year budget of \$28.6 million. The PSCD effectively leverages technology to deliver quality public safety service through cutting-edge platforms such as NextGen 911 (Vesta), Smart Transcription, and RapidSOS to smartly and efficiently serve communities and first responders in the Tucson region.

The highly trained PSCD staff handle well over 1 million calls annually, filling a critical role in sourcing non-emergent needs and managing emergency incidents. The team processes calls quickly and efficiently and works to ensure an appropriate allocation of resources as they deliver life-saving pre-arrival instruction and facilitate crucial communications with first responders. The PSCD and its staff serve a vital role in the delivery of public safety services to the various communities it serves. Agencies served by the Tucson PSCD include:

- Avra Valley Fire
- Golder Ranch Fire
- Mount Lemmon Fire
- Northwest Fire
- Picture Rocks Fire
- Rincon Valley Fire
- South Tucson Fire
- South Tucson Police
- Three Points Fire
- Tucson Fire
- Tucson Police
- University of Arizona EMS

\$ 28.6M
Operating Budget

178FTE
Employees

Mission, Vision and Values

Mission

To deliver unparalleled service to our community and our public safety partners to ensure the quickest and most accurate response to those in need of emergency services.

Vision

To be a preeminent nationally recognized 911 center with the highest public confidence, renown for innovation, leadership, and exceptional service.

Values

Professionalism

- Maintain poise and bearing through competence and confidence
- Follow established ethics and values
- Seek self-improvement
- Lead by example

Integrity

- Be dependable and follow through on commitments
- Hold yourself accountable and own up to your shortcomings
- Be open and honest when communicating with others
- Do the right thing when no one is watching

Excellence

- Strive to excel in all aspects of our organization
- Work as a team by helping each other and asking for help
- Approach every challenge with a determination to succeed
- Look for new opportunities to learn and grow





The Position

Reporting to an Assistant City Manager, the Director of Public Safety Communications is responsible for directing the overall operation of the Public Safety Communications Department and ensures the effective and efficient operation of the 911 and 311 emergency dispatch center. Some of the essential job duties include:

- **Supervision & Staffing:** Overseeing the daily operations of the Public Safety Communications Department and the allocation of staff and resources.
- **Accountability & Responsiveness:** Receiving and evaluating complaints and suggestions from citizens, external agencies, and staff.
- **Oversight & Recruitment:** Overseeing workflow, conducting performance evaluations, making decisions regarding recruitment, selection, and hiring.
- **Record Retention & Transparency:** Securing and maintaining permanent records of emergency calls received and dispatched; monitoring operations; testifying in court; and providing information to the public regarding operations, directives, and procedures.
- **Operations & Communications:** Assuming primary responsibility for operational procedures, directive and communications operation implementation in accordance with national standards.
- **Fiscal Oversight:** Formulating, implementing, and monitoring annual maintenance, operating, and capital budgets.
- **Public Engagement & Networking:** Presenting information to the public about 911 and 311 services; conducting presentations before various civic and business organizations; and networking with other public safety agencies.

Ideal Candidate

The most successful candidates for the Director of Public Safety Communications will possess the following attributes:

- Direct knowledge and experience with the various technologies used in Public Safety Answering Points and emergency dispatch operations.
- A strong collaborator who can maintain relationships with a variety of stakeholders, other departments, and customers, along with being a strong advocate for public safety emergency communications professionals.
- A leadership style characterized by effective team building, honest communication, and a commitment to serving others.
- The ideal candidate for this position will value, mentor, and support the hardworking staff and place a focus on providing outstanding public safety service to the many communities served by the PSCD. A calm, patient approach toward addressing stressful situations will serve the next Director well.
- A data-driven approach, along with the ability to present complicated technical data to audiences in a manner that is understandable and responsive, is essential.
- Given that the PSCD prides itself on being a cutting-edge emergency communications center, the successful candidate should bring a creative vision and willingness to try new things in the interest of advancing the department and profession.
- A creative, thoughtful approach toward recruitment and retention will help position the next Director and the PSCD for success.
- Given the complicated, fast-moving nature of the department, a strong focus on organizational development and associated experience is very important.





Qualifications

Any combination of education and experience that would provide the necessary knowledge, skills, and abilities is qualifying. The following is a typical way to qualify:

Education: A Bachelor's degree in criminal justice, emergency management, communications, public administration, or a closely related field.

Experience: Five (5) years of progressively responsible managerial, supervisory and administrative experience in a public safety environment is required. Experience in managing a unified call-taking center where telecommunicators handle the full range of public safety calls including law enforcement, fire/rescue, and emergency medical services is preferred.

Additional Minimum Qualifications:

- A valid Arizona driver's license
- Emergency Number Professional (ENP) certification or Registered Public Safety Leader (RPL) certification or be able to obtain one within 12 months of appointment.
- NCIC/GCIC certification or the ability to obtain one.

Preferred Qualifications:

- Level C DPS Terminal Operators Certification or be able to obtain within 12 months.
- Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) or similar.
- Experience managing a unified call-taking center where telecommunicators handle the full range of public safety calls including law enforcement, fire/rescue, and emergency medical services preferred.
- Experience with the following technology: Computer aided dispatch, Motorola radio systems, CSARC.
- Others could include NCIC certifications.

Residency Requirement: Residency within the City of Tucson is required.

Salary & Benefits

The City of Tucson offers an attractive compensation and benefits package. The current salary range for this position is **\$173,472 and \$260,208**, with placement in the range based on the experience and education of the successful candidate.

Health and Wellness Benefits

- **Medical:** Choice between a high-deductible plan (HSA or HRA) or a network plan.
- **Dental:** Choice between a national dental PPO and a local HMO.
- **Vision:** Coverage for annual eye exam and glasses or contacts, plus LASIK.
- **Life:** City paid coverage for the employee and dependents, plus an option to purchase additional coverage.
- **Long-Term Disability:** Income replacement of up to 60% of base salary in the event of a qualifying disability.
- **Flexible Spending:** Pay for qualified health and dependent care expenses using pre-tax dollars.
- **Voluntary Benefits:** Financial assistance in the event of cancer, hospitalization, accident, and more.

Security and Future

- **Pension:** A generous defined benefit pension plan, with five-year vesting, the ability to transfer from other Arizona pension plans and the ability to purchase service credit. Full details are available [here](#).
- **Deferred Compensation:** The City offers a voluntary 457(b) plan as an additional retirement investment vehicle.
- **Tuition and Education Assistance:** Benefits to assist with tuition reimbursement and student loan repayment are available.
- **Back-Up Care:** Care for your loved ones when your regular care is unavailable.

Leave and Other Benefits

- **Paid Leave:** New hires enjoy 13 accrued days of vacation, 13 accrued days of sick leave, and 11 paid holidays.
- **Paid Parental Leave:** Twelve (12) weeks of paid leave when you welcome a child, plus other generous leaves for FML, Medical, and USERRA.
- **Employee Discounts:** Generous discounts, ranging from car rentals to computers, gifts to groceries, and electronics to entertainment.
- **Relocation Assistance:** Relocation assistance may be available and is subject to negotiation with the selected candidate.





Application & Selection Process

To be considered for this position, interested candidates must submit a cover letter and résumé no later than **Thursday, August 14, 2025**, at:

www.mosaicpublic.com/careers

CONFIDENTIAL INQUIRIES ARE WELCOMED TO:

Bryan Noblett | bryan@mosaicpublic.com | (916) 550-4100

IMPORTANT DATES:

Deadline to apply and be considered:	Thursday, August 14, 2025
Candidates selected for interviews:	Week of August 25, 2025
Virtual interviews for semi-finalists:	September 9, 2025
In-person interviews for finalists:	Week of September 23, 2025
Contract confirmation by Council:	October 21, 2025

The City of Tucson is an equal opportunity employer.

This recruitment incorporates existing rules and regulations that govern public sector recruitments in the State of Arizona. In accordance with public disclosure/open record laws, information submitted for consideration may be made available to the public upon request by interested parties.

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