

# EMERGENCY SERVICES CONSULTING INTERNATIONAL POSITION DESCRIPTION

## Director, Planning & Strategic Services Division

### **STATUS**

Exempt, Full Time

### **SUMMARY**

The Director, Planning & Strategic Services Division leads ESCI's public safety consulting projects and manages a team of project managers who execute the work. The role oversees all phases of projects, from planning to final delivery, manages senior-level client relationships, and ensures projects are completed on time, within scope, and meet ESCI's quality standards.

Key responsibilities include:

- Leading projects such as Community Risk Assessments (CRA), Standards of Cover (SOC) studies, deployment and staffing analysis, strategic and master planning, organizational and operational assessments, accreditation support, system evaluations, and performance benchmarking.
- Supervising and mentoring project managers, providing guidance, prioritization, and quality oversight.
- Managing client communications and expectations at the executive level.
- Ensuring deliverables are accurate, data-informed, and actionable.
- Aligning projects with agency needs to improve service delivery, resource allocation, and long-term planning.
- Responsible for Division-level resource and budget oversight to ensure efficient use of staff and financial resources

This role requires strong leadership, team management, strategic thinking, and expertise in large-scale public safety analysis.

### **LOCATION/TRAVEL**

This role operates in a hybrid work model, with work occurring at the office, at home, and at client sites.

- Travel to client sites occurs approximately 30–50% of the time.
- Work-from-home is permitted in certain circumstances with prior approval.

### **REPORTING RELATIONSHIPS**

This position reports to:

- CEO

Direct or Indirect reports to this position include:

- Project Manager

### **KEY DUTIES AND RESPONSIBILITIES**

#### *Leadership and Change Management*

1. Oversee development and implementation of project processes, policies, and best practices.
2. Manage process improvement initiatives to enhance operational efficiency and effectiveness across Division projects.
3. Monitor emerging trends and issues in the public safety sector; identify opportunities for Division services and develop strategies to address these needs.
4. Identify business opportunities and new services, either through existing contract enhancements or acquisition of new clients.
5. Promote the Division's expertise at industry forums and professional events.

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6. Initiate publications or thought leadership pieces in recognized journals or industry outlets, in partnership with the executive team.
7. Represent the Division and provide support to senior leadership as needed.

Project Management

8. Approve and oversee project plans, including scope, scheduling, staffing, deliverables, resource allocation, and budget management to ensure projects are delivered on time and within financial parameters.
9. Ensure effective coordination of project resources, including oversight of project managers and staff assignments, while monitoring project expenditures and resource utilization.
10. Attend project kick-off meetings, identify client needs and expectations, present alternatives, and recommend approaches to optimize project outcomes, cost efficiency, and long-term impact.
11. Resolve client issues related to project scope, deliverables, operational challenges, or budgetary concerns.

Quality Control and Operational Oversight

12. Oversee quality control processes for all major deliverables, ensuring accuracy, consistency, and actionable recommendations.
13. Review and approve analytical products, reports, and recommendations to ensure clarity, appropriateness, and alignment with client objectives.
14. Provide Division guidance and position statements on complex client or stakeholder inquiries.
15. Monitor trends in Division operations, propose process improvements, and implement approved enhancements to increase efficiency and impact.

**QUALIFICATIONS REQUIRED**

Education/Experience/Skills

- Bachelor's degree in a relevant field (e.g., Public Administration, Emergency Management, Organizational Leadership, or related discipline).
- Strong knowledge of public safety agencies, including operations, organizational structure, ranks, and terminology for fire and EMS services.
- Proven experience supervising and mentoring project managers or teams.
- Strong analytical skills, with the ability to translate data into actionable recommendations.
- Excellent written and oral communication skills, including experience presenting to senior executives and public safety leaders.
- Ability to work effectively in a collaborative team environment and manage multiple priorities.
- Flexibility to work overtime, weekends, and travel to client sites as needed.
- Strong interpersonal skills and ability to manage client relationships at the executive level.
- Proficiency with standard office software (Word, Excel, PowerPoint) and data visualization/analysis tools.
- Demonstrated sound decision-making and problem-solving in complex, real-world scenarios.

**QUALIFICATIONS DESIRED**

Education/Experience/Skills

- Master's degree in a relevant field (e.g., Public Administration, Emergency Management, Organizational Leadership, or related discipline).

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- Minimum of 3 years' experience in planning and strategic services or public safety consulting, with experience managing complex, high-impact projects.
- Experience using ESRI GIS software or equivalent geospatial/data analysis tools to support planning, analysis, and operational decision-making.
- Professional certifications or affiliations in public safety, emergency management, or organizational assessment a plus