



VCS Announces Expansion of its Jobs4Blue Team with New Key Hires

After seeing tremendous growth within Jobs4Blue over the past 18 months, CEO Guy DiMemmo has made the strategic decision to restructure internal processes to increase overall efficiency, better accommodate customers, and ensure continued success.

Scott Walter has been promoted to Chief Operation Officer (previously Chief Technology Officer). In Walter's new role, he is responsible in assisting the CEO in the management and day-to-day operations of all VCS business entities. Walter is also now overseeing all Jobs4Blue efforts, with Jobs4Blue's new Operation Manger, Dan DiMemmo, working under his direction, along with a team of 11 coordinators.

VCS also recently welcomed Alex Wood to the team as an Application Developer whose key focus is developing and bringing to fruition the much-anticipated Jobs4Blue mobile app. Additional advancements to Jobs4Blue include:

- **Working more cohesively with VCS.** While Jobs4Blue originally operated independently as a smaller business entity, it is now fully syncing directly with VCS. Jobs4Blue now has access to the entirety of VCS' resources, including development, onboarding and implementation programs, vastly changing the landscape of the Jobs4Blue ecosystem to rapidly accommodate program growth.
- **New verification & finance teams.** The dedicated verification team is responsible for verifying the accuracy of worked jobs vs. scheduled jobs and to ensure that all Police Department rules are followed properly every time. The finance team is responsible for all aspects of finance including officer and administrative reporting and payments, billing, escrow account management and collections. The finance team continuously builds relationships with the vendors to ensure that they can easily get their job opportunities to officers.
- **A 24/7 on-site call center.** The Freehold, NJ VCS office is now fully-equipped with an on-site call center that is staffed 24/7 using advanced technology to most efficiently monitor and fill jobs accurately and on time. The outsourced call center is only used as back-up in case of overflow and has immediate access to Jobs4Blue call-takers and coordinators, ensuring that no call goes unanswered.

Looking ahead, DiMemmo is planning to add several new technologies to Jobs4Blue this coming year, including, a web-based self-service customer/vendor portal, enhanced officer user-interface, and an interactive voice response (IVR) system that will automatically contact officers and vendors via telephone regarding assignments and changes to work opportunities. Leveraging these technologies will yet again set VCS as the standard for off-duty employment and public safety scheduling.